

# Disability and the Federal Courts

A Study of Web Accessibility

---





# **Disability and the Federal Courts**

*A Study of Web Accessibility*



# **Disability and the Federal Courts**

**A Study of Web Accessibility**

**Mamadi K. Corra**

2018–2019 Judicial Branch Science and Technology Policy Fellow

American Association for the Advancement of Science

Professor of Sociology, East Carolina University



December 2019

**Federal Judicial Center**

Thurgood Marshall Federal Judiciary Building

One Columbus Circle NE

Washington, DC 20002

fjc.dcn • fjc.gov

This report was undertaken by the author as part of an American Association for the Advancement of Science fellowship with the Federal Judicial Center. The views expressed are those of the author and not necessarily those of the Federal Judicial Center.

# Contents

Introduction .....	1
Statutory and Judiciary Policy Underpinnings of Access to Courts for Persons with Disabilities .....	5
Section 504 Provisions .....	5
Provisions of the 1990 ADA .....	6
Scope of Applicability of Section 504 and Title II of the ADA to Courts .....	6
Statutory Provisions with Applicability to Federal Courts .....	7
Statutory Provision of Rulemaking for the Federal Judiciary and the Role of the Judicial Conference of the United States .....	8
Statutory Provision of the Judicial Conference of the United States .....	8
Federal Judiciary Policy on Disability and Equal Access .....	8
Summary .....	10
Results from the Web Accessibility Study .....	11
Procedures .....	12
Results from the Web Accessibility Evaluations .....	12
Results from AChecker .....	13
Results from Cynthia Says .....	13
Summary of Results from the Web Accessibility Tools .....	14
Results from Evaluations of the Presence/Absence of Essential Usability Features .....	14
Results of Content Analysis of Accessibility Policy Statements .....	15
Direct and Indirect Links: A Comparison .....	18
Discussion and Conclusion .....	20
Limitations .....	21
Results from the Interviews .....	21
Major Issues .....	21
Communication Barriers for Hard-of-Hearing and/or Deaf Individuals .....	21
Issues Associated with Persons with Visual Impairment .....	22
The Underrepresentation of Persons with Disabilities, Especially Judges, in the Judiciary .....	24
Other Issues .....	25
Key Suggestions .....	25
A Process that Leads to More Nomination of Qualified People with Disabilities in Judgeships .....	25
Having an Accessibility Coordinator Central in the Judiciary that One Could Talk to for Advice, Guidance, and Recommendations .....	25
Courts Adopting a Uniform Rule for How Documents Should Be Submitted .....	25
Continual Judicial Education on Issues of Accessibility .....	26
A Proactive Approach to Accessibility .....	26
Conclusion .....	26

References and Suggested Readings .....	27
Appendix 1: List of Relevant Statutes, Federal Regulations, and Judicial Conference Policies .....	31
List of Relevant Statutes .....	31
List of Relevant Federal Regulations .....	32
List of Relevant Judicial Conference Policies .....	32
List of Relevant Guide to Judicial Policy Content .....	32
List of Relevant Administrative Office of the U.S. Courts (AO) Memos .....	32
Appendix 2: Current Case Law .....	33
Appendix 3: Sample Web Evaluation Tools .....	35
Appendix 4: Sample Assistive Devices .....	37
Appendix 5: List of Resources .....	41
Publications, Reference Guides, and Related Documents .....	41
Venues .....	44
Websites .....	44
Digital Accessibility .....	45
Available Resources .....	46
Organizations and Key Sources .....	47
ADA National Network .....	49
State-Produced Publications and Resources .....	51
Acknowledgments .....	61
About the Author .....	63

## Introduction

This report was undertaken as part of the author’s Science & Technology Policy Fellowship with the Federal Judicial Center through the American Association for the Advancement of Science. Results reported are from a yearlong study of various entities of the federal judiciary,<sup>1</sup> including the judiciary’s electronic case filing and processing systems (PACER and cm/ECF), homepages of federal judiciary websites, and published Judicial Conference and Administrative Office policies on disability and access.<sup>2</sup> Interviews with various judiciary personnel, as well as individuals from the judicial and disability legal and research communities, provided valuable insights.<sup>3</sup>

Specifically, this report contains results from three main study areas. The **first** area examined legal and judiciary policy underpinnings of disability and access to courts. Here, a review of federal statutory and regulatory provisions of access to courts found a broad scope of applicability of legal mandates to state and local courts that do not apply to federal courts. Though accessibility laws such as the ADA and section 504 of the Rehabilitation Act of 1973 do not apply to the federal judiciary, a set of statutory provisions delimited to a specific set of accessibility issues is found to apply to federal courts. More generally, the federal judiciary relies on judicial policy, a review of relevant portions of which shows the Judicial Conference to be consistently on record as supporting equal employment and access. As with statutory provisions applicable to the federal judiciary, Judicial Conference statements on disability and access are sharply demarcated to accessibility issues in two specific areas: communication and employment.

A **second** area used available technology to examine the homepages of major websites within the federal judiciary—those of the U.S. district, appellate, and specialty courts, the Administrative Office of U.S. Courts (AO), and the Federal Judicial Center (FJC)—as well as the main homepage of PACER, the federal judiciary’s e-filing and e-records access system.<sup>4</sup> Notably, examining the accessibility of homepages is significant because an inaccessible homepage is likely to limit access to any other subsidiary part of the website (Lazar and Greenridge, 2006; Lazar and Olalere, 2011).<sup>5</sup>

---

1. While access to state and local courts has received a great deal of attention in recent years (Bleyer, McCarty, and Wood, 1995; Charmatz and McRae, 2003; Cress, Grindstaff, and Malloy, 2006; Hudson, 2004; Jones, 1997; Larson, 2014; Linnell and Wieck, 2012; Pant, McAnnany, and Belluscio, 2015; Peryea and Ellington, 2006; Prescott, 2017; Schwartz, 2005; Udell and Diller, 2007), access to federal courts remains a relatively underexplored topic.

2. In the context of courts, the word “access” can have a variety of meanings, including that of the general public’s access to court facilities and material. Here, the word is strictly demarcated to access as it relates to persons with disabilities.

3. Issues of access have meaning to a large part of the U.S. population. A 2012 report released by the U.S. Census Bureau to coincide with the 22nd anniversary of the ADA (Brault, 2012) indicated that nearly 1 in 5 people (about 56.7 million people or 19 percent of the population) in the United States had a disability in 2010. This number included 8.1 million who had difficulty seeing, including 2 million who were blind or unable to see; 7.6 million who experienced difficulty hearing, including 1.1 million whose difficulty was severe, and 5.6 million who used a hearing aid; and 30.6 million who reported difficulty walking or climbing stairs, or used a wheelchair, cane, crutches, or walker. Notably, people in the oldest age group—80 and older—were about eight times more likely to have a disability as those in the youngest group—younger than 15 (71 percent compared with 8 percent). The probability of having a severe disability is only 1 in 20 for those 15 to 24 while it is 1 in 4 for those 65 to 69. This suggests that the proportion of the population with a disability will continue to grow, as the baby boom generation continues to age. In fact, the 2012 Census report noted that the total number of people with a disability increased by 2.2 million from 2005, when a similar report was released. Worldwide, well over 500 million people have a disability, according to estimates (Albrecht and Verbrugge, 2000; Metts, 2000; U.S. Bureau of the Census, 2008; Wentz et al., 2011).

4. As Ellison (2004) notes, there are many reasons for making federal electronic information accessible. “The U.S. government is the single largest producer of content for the Web. Several trends are accelerating the pace of government Web publishing including cost cutting efforts and mandates to reduce paperwork” (Price and Sherman 2001, p. 227). Ellison (2004) quotes a 2003 report (Mark, 2003) that indicated that: “Taken as one brand, U.S. government Web sites, which attracted 44.8 million unique visitors, ranked fourth in overall traffic in February behind traditional leaders AOL Time Warner (89.8 million), MSN (89.1 million) and Yahoo! (80.7 million). Collectively, government site traffic finished ahead of Google (40.3 million) and eBay (36.6 million).”

5. Yet, as Ellison (2004) pointedly observed, barriers to access are as varied as the assortment of websites in cyberspace and the types of disabilities individuals have. Nevertheless, scholars have also noted that changes to web design combined with adaptive or assistive devices can overcome barriers to information access (Lilly and Van Fleet, 1999; Mates, 1999; Paciello, 2000).

Importantly, digital courts are becoming more common, the electronic submission of pleadings and other materials is on the rise,<sup>6</sup> and filings, calendars, e-forms, and juror questionnaires are now available for real-time online access.<sup>7</sup> The U.S. judiciary pioneered electronic access to court records in developing the PACER (Public Access to Court Electronic Records) e-filing and e-records access system (Kaplan, 2013). An online platform established and maintained by the AO, PACER provides electronic access to federal court records. It allows registered users to obtain case and docket information online from federal appellate, district, and bankruptcy courts through the PACER Case Locator. A newly introduced “Next Generation” (NextGen) Case Management/Electronic Case Filing (CM/ECF) system aims at providing enhanced electronic access and processing. Importantly, the gateway to electronic access to all these features is via the homepages/websites of courts. The extent to which these homepages are accessible to all is thus an important research/empirical/policy question.<sup>8</sup> It is also arguably of practical import to the judiciary.

To examine federal judicial websites, this part of the study used the web accessibility evaluation tools AChecker and Cynthia Says.<sup>9</sup> AChecker is an open-source accessibility evaluation tool developed in 2009 by the Inclusive Design Research Centre (formerly known as the Adaptive Technology Resource Centre) of the University of Toronto. The Cynthia Says portal is a joint education and outreach project of Cryptzone, ICDRI, and the Internet Society Disability and Special Needs Chapter. These two tools allow the user to evaluate a site using software to review the HTML code of a webpage to look for common accessibility errors. Manual examinations of websites for the presence or absence of essential usability features like skip navigation and font size controls provided further tests. These are crucial usability features, particularly for people who use screen readers or navigate by keyboard only (e.g., vision- and motor-impaired users). Skip navigation links, for example, allow blind and visually impaired users to bypass the navigation bars on a website and proceed to the main content. Skip navigation tools are similarly helpful to users who cannot use a mouse but rely on the keyboard.

The web accessibility evaluations reveal detected instances of a narrow set of accessibility issues, including scripts with no accompanying functional text, images/server-side image maps with no text equivalents/descriptors, and inaccessible forms. The two examples in **Figures 1** and **2** are illustrative.

6. Notably, advances in web-based technology have made electronic access a pervasive feature of modern life (Anderson and Rainie, 2014; Ellison, 2004; Hitlin, 2018; Kaplan, 2013; Wentz, Jaeger, and Lazar, 2011). About 65% of respondents to a recent Pew Research Center survey (Hitlin, 2018), for example, reported having broadband internet service at home. The number of people who are “smartphone-only” internet users (those who own a smartphone but do not have traditional home broadband service) grew from 12% in 2016 to 20% in 2018. Today, about 9 in 10 adults in the United States use the internet. This contrasts with about half of adults that were connected to the internet in early 2000, when Pew began systematically tracking Americans’ internet usage (Pew Research Center Surveys on Internet Usage, 2000–2018). For some demographic groups (e.g., young adults, college graduates, and those from high-income households), surveys show internet usage to be “near ubiquitous.” (Pew Research Center, <https://www.pewinternet.org/fact-sheet/internet-broadband/>). Notably, a 2014 Pew Research Center survey of experts and technology builders on projections of internet connectivity/usage by the year 2025 suggested that asking people whether they “use the internet” may become less useful in the near future, as usage becomes a more commonplace feature of modern life (Anderson and Rainie, 2014; “Digital Life in 2025,” Pew Research Center Survey, <https://www.pewinternet.org/2014/03/11/digital-life-in-2025/>). Instead, these experts predict that the internet will become “like electricity”—“less visible, yet more deeply embedded in people’s lives for good and ill.” (Anderson and Rainie, 2014).

7. See discussion in Kaplan, 2013.

8. Early studies of website accessibility generally focused on the homepages of academic institutions of higher learning and their then-emerging and increasingly digital library content (see Blake, 2000; Bray, 2001; Bray, Flowers, and Algozzine, 2001; Flowers, Bray, Furr, and Algozzine, 1999, 2000, 2002; Flowers, Bray, and Algozzine, 2001; Guthrie, 2000; Hinn, 1999; Jackson-Sanborn, Odess-Harnish, and Warren, 2001; Irwin and Gerke, 2004; Kester, 1999; Lilly and Van Fleet, 1999, 2000; Providenti and Zai, 2007; Schmetzke, 2001a&b, 2003; Spindler, 2002; Stewart, Narendra, and Schmetzke, 2005; Thompson, Burgstahler, and Comden, 2003). Maintained by Axel Schmetzke, the Web Accessibility Survey site (<http://library.uwsp.edu/aschmetz/Accessible/websurveys.htm>) provides a useful source on these studies. This website also provides information on recent developments and a list of resources. For studies examining accessibility of webpages of K–12 institutions, see Bray and Flowers, 2002; Bray, Flowers, and Gibson, 2003; Bray, Flowers, Smith, and Algozzine, 2003. A study entitled “Accessibility of School Districts’ Web Sites: A Descriptive Study,” for example, examined the websites of 120 school districts (Bray, Flowers, and Gibson, 2003). These researchers found 74.3 percent of the pages had accessibility issues. In general, a sizable proportion of previous evaluations have shown a great amount of the web applications, websites, and apps to be inaccessible (Cappel and Huang, 2007; Ellison, 2004; Evans-Cowley, 2006; Fagan and Fagan, 2004; Jaeger, 2006a&b, 2008; Lazar, Dudley-Sponaugle, and Greenridge, 2004; Lazar and Greenridge, 2006; Lazar, Jaeger, and Bertot, 2010; Lazar and Wentz, 2011; Loiacono and McCoy, 2004a&b, 2006; Loiacono, McCoy, and Chin, 2005; Loiacono, Romano, and McCoy, 2009; Olalere and Lazar, 2011; Potter, 2002; Rubaii-Barrett and Wise, 2008; Russell, 2003; Scott, 2005). According to Jaeger (2006a), studies of the accessibility of federal e-government sites have found low levels of accessibility, with fewer than one-third of these sites labeled “accessible.”

9. For previous web accessibility studies, see Bray and Flowers, 2002; Bray, Flowers, and Gibson, 2003; Bray, Flowers, Smith, and Algozzine, 2003; Cappel and Huang, 2007; Ellison, 2004; Evans-Cowley, 2006; Fagan and Fagan, 2004; Jaeger, 2006a&b, 2008; Lazar, Dudley-Sponaugle, and Greenridge, 2004; Lazar and Greenridge, 2006; Lazar, Jaeger, and Bertot, 2010; Lazar and Wentz, 2011; Loiacono and McCoy, 2004a&b, 2006; Loiacono, McCoy, and Chin, 2005; Loiacono, Romano, and McCoy, 2009; Olalere and Lazar, 2011; Potter, 2002; Rubaii-Barrett and Wise, 2008; Russell, 2003; Scott, 2005.



**Figure 1:** Website with an Accessibility Issue—Example 1. This website displays a feature that decreases its accessibility to people using screen reader software. The slide show numbers are read by a screen reader as “1,” “2,” and “3.” However, there is no indication as to what these numbers are in reference to when using a screen reader.



**Figure 2:** Website with an Accessibility Issue—Example 2. This website has a great deal of empty space, which registers as linked artifacts to a screen reader. This makes people with a screen reader think there is pertinent information which is simply not coded properly when in fact there is nothing of value on that portion of the screen.

Rather than being indicative of the pervasiveness of accessibility issues, these indicate concentration around a narrow set of areas. Content analysis of existing website accessibility pages and policy statements (when available) showed a high degree of variation, with some being exceptionally detailed and informative, and some less so.

A key takeaway from the web accessibility study is that to have and maintain an accessible website requires continual awareness of web accessibility issues. One key source is the Web Accessibility Initiative (<https://www.w3.org/WAI/>), which posts key developments on digital accessibility and emerging technology. Such “assistive” technology includes:

- Alternative mice and keyboards.
- Speech recognition and text-to-speech software.
- Speech recognition and speech-to-text software.
- Captioning software.
- Screen magnifiers and readers (Tam, 2018).

The **third** area involved interviews (face-to-face, phone, and email) with some relevant stakeholders to survey perspectives on accessibility of courts. These interviews included judges (federal and state), scholars in the disability research community, U.S. attorneys, and disability rights and other attorneys. These in-depth interviews generally focused on inquiring about personal experiences and provided a rich array of information.

A general consensus from interviews of federal judicial employees with disabilities is that they enjoy an overall welcoming and accommodating working environment, with coworkers who are very helpful. Key issues that came out of the interviews include:

- Underrepresentation of persons with disabilities, especially judges, in the judiciary.
- Limited knowledge of and familiarity with the types of assistive technology available and how they can be used.
- Machine-unreadable hand-written (and/or scanned) submissions.
- Communication barriers for hard-of-hearing and/or deaf individuals.
- Issues related to sound and lighting.
- Distance between participants in judicial proceedings.
- Physical barriers between participants in judicial proceedings.
- Captioning of oral arguments in federal appeals courts posted online.
- Interpreters for hard-of-hearing/deaf spectators.
- Interpreting issues outside the court, such as mediation/settlement situations and court-mandated programs (e.g., court-mandated alcohol rehab classes).
- Assessment of interpreting costs (i.e., 28 U.S.C. § 1920: the assessment of cost to a losing party).
- Access to some ECF documents.
- Optical Character Recognition (OCR) of transmittals (e.g., Guide Transmittals on Ethics and Judicial Conduct) to judicial personnel with visual impairments.
- Inaccessible documents submitted by parties (e.g., attorneys or litigants) during the filing process.
- Need for some uniformity in flooring/architecture, with more focus on usage than aesthetic appeal.
- Attitudinal impediments.

In short, barriers to access are as varied as the types of disabilities individuals have. The interviewees made several suggestions for improvement. These suggestions include:

- A process that leads to increased nomination of qualified people with disabilities for judgeships.
- A proactive approach to accessibility.

- Having an accessibility coordinator central in the judiciary whom one could consult for advice, guidance, and recommendations.
- Proposing that the Judicial Conference establish a committee on accessibility, or incorporate issues of access as part of the tasks of one of its existing committees.
- Courts adopting a uniform rule for how documents should be submitted (see the example given later in this report).
- Continual judicial education on issues of accessibility.

The rest of this report details each of these three study areas in turn. Section I outlines statutory and judiciary policy underpinnings of access to courts for persons with disabilities.<sup>10</sup> As part of this discussion, the statutory foundations of federal judiciary policy making is outlined, albeit briefly. Section II reports results of the web accessibility evaluations. And Section III reports the interview results.

## Statutory and Judiciary Policy Underpinnings of Access to Courts for Persons with Disabilities

Two main federal anti-discrimination statutes provide a legal foundation for access to courts by persons with disabilities.<sup>11</sup> Section 504 of the 1973 Rehabilitation Act provided the earliest legal basis for access via its nondiscrimination mandate for programs and activities that receive federal funds.<sup>12</sup> Using section 504 of the Rehabilitation Act as a foundation, the 1990 Americans with Disabilities Act (ADA)<sup>13</sup> widened its scope.

### Section 504 Provisions

Since 1973, Section 504 of the Rehabilitation Act has provided statutory protections for persons with disabilities in a wide range of domains, including access to courts. Its anti-discrimination mandate declared that:

No otherwise qualified individual with a disability in the United States . . . shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under *any program or activity receiving Federal financial assistance* or under any program or activity conducted by any Executive agency or by the United States Postal Service.<sup>14</sup>

The statutory definition of “program or activity” is delimited to “operations of . . . a department, agency, special purpose district, or other instrumentality of a State or of a local government”; “a college, university, or other postsecondary institution, or a public system of higher education”; “a local educational agency . . ., system of career and technical education, or other school system”; a “corporation, partnership, or other private organization, or an entire sole proprietorship”; an entity “which is principally engaged in the business of providing education, health care, housing, social services, or parks and recreation”; or any combination of these.<sup>15</sup> The Civil Rights Restoration Act of 1987<sup>16</sup> amended various civil rights statutes, including section 504, by defining the term “program or activity” to mean “all of the operations of . . . a department, agency . . . or other instrumentality of a State or of a local government.”<sup>17</sup>

10. As the foregoing discussion suggests, in the context of courts, the word “access” can have a variety of meanings, including that of the general public’s access to court facilities and material. Moreover, for persons with disabilities, it “involves more than hiring a lawyer, filing a complaint, or proceeding through the numerous stages of the litigation process . . . [it] means finding an accessible parking place, getting up the steps, opening courthouse doors, finding the courtroom, sitting at counsel tables, entering the jury box, sitting on the bench, and communicating effectively with judges, lawyers, courtroom personnel, and the jury.” (Quoted from Charatz and McRae, 2003: 333–70.) Here, however, I focus on legal and policy issues related to disability and access to courts.

11. As discussed below, these laws only apply to state and local courts. And since the focus of this study was on the federal judiciary, these statutes are reviewed here only for completeness.

12. 29 U.S.C. § 794(a).

13. Pub. L. No. 101-336, 104 Stat. 327 (1990).

14. 29 U.S.C. § 794(a) (emphasis added).

15. 29 U.S.C. § 794(b).

16. Pub. L. No. 100-259, 102 Stat. 28 (1988).

17. 29 U.S.C. § 794(b)(1)(A).

## Provisions of the 1990 ADA

Using section 504 of the Rehabilitation Act as a foundation, the 1990 Americans with Disabilities Act (ADA) sought to broaden the anti-discrimination mandate of section 504. Its five major sections extended the anti-discrimination mandate to the areas of “Employment,”<sup>18</sup> “Public Services,”<sup>19</sup> “Public Accommodations and Services Operated by Private Entities,”<sup>20</sup> “Telecommunications services for hearing-impaired and speech-impaired individuals,”<sup>21</sup> and several “Miscellaneous Provisions.”<sup>22</sup>

As entities providing “public service,” courts generally fall within the purview of Title II of the ADA. Title II of the ADA extends the scope of section 504 provisions to include government entities that do not receive federal financial assistance. Its anti-discrimination mandate provides that “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.”<sup>23</sup> A “qualified individual with a disability” is defined as:

an individual with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services,<sup>24</sup> meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity.<sup>25</sup>

Here, the definition of a “public entity” delimits the statute’s scope to state and local entities. “Public entities” include “(A) any State or local government; (B) any department, agency, special purpose district, or other instrumentality of a State or States or local government.”<sup>26</sup>

## Scope of Applicability of Section 504 and Title II of the ADA to Courts

By definition, state and local courts are “instrumentalities”<sup>27</sup> of state and local governments. Accordingly, state and local courts receiving federal funding fall within the purview of section 504. Per federal regulations implementing section 504, all such programs and activities are required to “evaluate and modify [their] policies and practices that do not meet the [nondiscrimination] requirements.”<sup>28</sup>

Moreover, as “instrumentalities” of state and local governments, Title II of the ADA applies to state and local courts. And, importantly, the applicability of Title II of the ADA is not contingent upon receipt of federal funds. Unlike section 504, Title II of the ADA applies to state and local courts whether or not they receive federal funds. That is, all of the operations of such courts are subject to Title II. Such courts are required to ensure that there are effective “methods of making aurally delivered materials available to individuals with hearing impairments . . . methods of making visually delivered materials available to individuals with visual impairments . . . and . . . other similar services and actions.”<sup>29</sup>

By contrast, federal courts are not instrumentalities of state/local governments and are thus not subject to section 504 or Title II of the ADA. In other words, these are federal laws that do not apply to the federal judiciary.

---

18. Title I, 42 U.S.C. §§ 12111–12117.

19. Title II, 42 U.S.C. §§ 12131–12165.

20. Title III, 42 U.S.C. §§ 12181–12189.

21. Title IV, 47 U.S.C. § 225.

22. Title V, 42 U.S.C. §§ 12201–12213.

23. 42 U.S.C. § 12132.

24. “Auxiliary aids and services” include “qualified interpreters . . . qualified readers, taped texts . . . acquisition or modification of equipment or devices; and . . . other similar services and actions.” 42 U.S.C. § 12103(1).

25. 42 U.S.C. § 12131(2). A similar definition is found in the ADA regulation. See 28 C.F.R. §35.104.

26. 42 U.S.C. § 12131(1).

27. 29 U.S.C. § 794(b)(1)(A).

28. 28 C.F.R. § 42.505; see generally 28 C.F.R. §§ 42.501–.540.

29. 42 U.S.C. § 12103(1).

## Statutory Provisions with Applicability to Federal Courts

Though accessibility laws such as the ADA and section 504 of the Rehabilitation Act of 1973 do not apply to the federal judiciary, there are some statutory provisions for access to federal courts. The Court Interpreters Act<sup>30</sup> of 1978 is one such provision. This act governs access to federal courts for deaf, hard-of-hearing, and speech-impaired individuals.<sup>31</sup>

The Court Interpreters Act directs the Director of the Administrative Office of the United States Courts (AO)<sup>32</sup> to “establish a program to facilitate the use of certified and otherwise qualified interpreters in judicial proceedings instituted by the United States.”<sup>33</sup> And to “prescribe, determine, and certify the qualifications of persons who may serve as certified interpreters . . . for the hearing impaired (whether or not also speech impaired). . . .”<sup>34</sup> It also authorizes appropriation of funds to these and other specified ends.

Importantly, the Court Interpreters Act was initially limited to “judicial proceedings instituted by the United States.”<sup>35</sup> That is, “all proceedings, whether criminal or civil, including pretrial and grand jury proceedings . . . conducted in, or pursuant to the lawful authority and jurisdiction of a United States district court.”<sup>36</sup> (The act goes on to define a “district court” as “any court which is created by an Act of Congress in a territory and is invested with any jurisdiction of a district court established by” Congress.<sup>37</sup>) Accordingly, the definition of courts here delimits the scope of the Court Interpreters Act to proceedings held in U.S. district courts. Moreover, this statute is considered to be specific to “communication disabilities.”<sup>38</sup>

A second relevant statute is the Architectural Barriers Act of 1968.<sup>39</sup> This act mandates removal of architectural and communication barriers in buildings and facilities—including all state, local, and federal court facilities—that are constructed or altered with federal funds.

Finally, the Federal Courts Improvement Act of 2000<sup>40</sup> gives the judiciary the authority to use appropriated funds to hire personal assistants for judges and judicial employees with disabilities. Under this legislation, which amends 5 U.S.C. § 3102, the head of each agency in the judicial branch may provide for personal assistants that the agency head determines are necessary to enable a disabled court employee (e.g., judge or judicial employee) to perform his or her official duties.

Importantly, the definition of “agency” in this statute includes: “(A) an Executive agency; (B) the Library of Congress; and (C) an office, agency, or other establishment in the judicial branch.”<sup>41</sup> A “handicapped employee” is defined as “an individual employed by an agency who is blind or deaf or who otherwise qualifies as a handicapped individual within the meaning of section 501 of the Rehabilitation Act of 1973.”<sup>42</sup>

Notably, 5 U.S.C. § 3102 (as amended by the Federal Courts Improvement Act of 2000) specifically applies to the federal courts. Moreover, it is not explicitly limited to U.S. district courts.

30. Pub. L. No. 95-539, 92 Stat. 2040 (1978), classified principally to 28 U.S.C. §§ 1827, 1828.

31. 28 U.S.C. § 1827(b)(1).

32. The Administrative Office of the U.S. Courts (AO) is the administrative wing of the federal judiciary, and is overseen by the Judicial Conference of the United States. By statute, the AO is supervised by a director and a deputy director appointed and subject to removal by the Chief Justice of the United States. See 28 U.S.C. § 601.

33. 28 U.S.C. § 1827(a).

34. *Id.* § 1827(b)(1).

35. *Id.* § 1827(a). Other issues may be noted here. For example, issues outside of the courtroom, including mediation/settlement situations; programs mandated by courts, e.g., court-mandated alcohol rehabilitation classes; and issues related with payments, i.e., 28 U.S.C. § 1920(6): interpreters as a cost to assess to a losing party.

36. *Id.* § 1827(j).

37. *Id.*

38. See *Guide to Judiciary Policy*, vol. 5 (Court Interpreting), §§ 255, 370 (2017), [https://www.uscourts.gov/sites/default/files/guide\\_vol05\\_0.pdf](https://www.uscourts.gov/sites/default/files/guide_vol05_0.pdf).

39. Pub. L. No. 90-480, 82 Stat. 718 (1968), classified to 42 U.S.C. §§ 4151–4157.

40. Pub. L. No. 106-518, 114 Stat. 2410 (2000). See especially § 311, 114 Stat. 2421.

41. 5 U.S.C. § 3102(a)(1).

42. *Id.* § 3102(a)(2).

## Statutory Provision of Rulemaking for the Federal Judiciary and the Role of the Judicial Conference of the United States

### Statutory Provision of the Judicial Conference of the United States

28 U.S.C. § 331 provides a key statutory foundation for federal judiciary policy making. Based on a statute enacted in 1922, this 1948 statute established the Judicial Conference of the United States<sup>43</sup> as the national administrative policy-making body of the federal judiciary.<sup>44</sup> The general mandates of the Conference are to “make a comprehensive survey of the condition of business in the courts of the United States and prepare plans for assignment of judges to or from circuits or districts where necessary.”<sup>45</sup> And to “submit suggestions and recommendations to the various courts to promote uniformity of management procedures and the expeditious conduct of court business.”<sup>46</sup>

And 28 U.S.C. §§ 2071–2077, comprising a chapter entitled “Rules of Courts,” provides statutory bases for judicial rule making. These statutes authorize the Supreme Court and “all courts established by Act of Congress” to “from time to time prescribe rules for the conduct of their business.”<sup>47</sup> Moreover, the Judicial Conference is authorized to “review rules prescribed . . . for consistency with Federal law.”<sup>48</sup> And “may modify or abrogate any such rule so reviewed found inconsistent in the course of such a review.”<sup>49</sup>

### Federal Judiciary Policy on Disability and Equal Access

The Judicial Conference is on record as supporting equal employment and access.<sup>50</sup> For example, the September 19, 1995, “Report of the Proceedings of the Judicial Conference of the United States,” notes that

The judiciary has long been on record as supporting full access to judicial proceedings by all segments of the disabled community. . . . In an effort to improve access by individuals who are deaf or hearing-impaired and persons with other communications disabilities, the Judicial Conference, modifying a recommendation of the Court Administration and Case Management Committee, adopted a policy that all federal courts should provide reasonable accommodations to persons with communications disabilities. The Conference further agreed to require courts to provide, at judiciary expense, sign language interpreters or other appropriate auxiliary aids to deaf and hearing-impaired participants in federal court proceedings in accordance with guidelines prepared by the Administrative Office.<sup>51</sup>

The report further notes, however, that “[t]his requirement does not apply to spectators, nor does it apply to jurors, whose qualifications for service are determined under other provisions of law.”<sup>52</sup>

---

43. The current composition of the Judicial Conference includes the Chief Justice as chair, the 13 chief judges of the circuits, 12 district judges elected by the Article III judges of each circuit, and the chief judge of the Court of International Trade.

44. 28 U.S.C. § 332 is based on an earlier statute that established the Circuit Judicial Council in 1939 as a parallel body at the circuit level. It comprises the chief circuit judge and equal numbers of circuit and district judges.

45. 28 U.S.C. § 331.

46. *Id.*

47. 28 U.S.C. § 2071(a).

48. 28 U.S.C. § 331.

49. *Id.*

50. See, e.g., JCUS-SEP 94, p. 50 (use of appropriated funds for sign language interpreters); JCUS-SEP 94, p. 68 (accessibility of courtrooms and related judiciary facilities); JCUS-SEP 79, p. 58; JCUS-SEP 66, p. 62; JCUS-MAR 80, p. 5 (adopting Model Equal Employment Opportunity (EEO) Plan); JCUS-SEP 86, pp. 57–58 (amending 1980 EEO Plan); JCUS-SEP 94, p. 50 (Sign Language Interpreters); JCUS-SEP 95, p. 75 (Services to Persons with Communication Disabilities); JCUS-MAR 97, p. 28 (adopting Model Employment Dispute Resolution (EDR)); JCUS-MAR 98, p. 23 (Personal Assistants for Individuals with Disabilities); JCUS-MAR 01, pp. 18–19, 25–26 (Reasonable Accommodation for Employees with Disabilities); JCUS-MAR 10, p. 20 (adopting Model EDR Plan); JCUS-SEP 2018, pp. 29–30 (updating Model EDR Plan). These and other Reports of the Proceedings of the Judicial Conference of the United States can be found online at <https://www.uscourts.gov/about-federal-courts/reports-proceedings-judicial-conference-us>.

51. JCUS-SEP 95, p. 75.

52. *Id.*

Importantly, it may be recalled that the Court Interpreters Act (28 U.S.C. §§ 1827 and 1828) was initially limited to “judicial proceedings instituted by the United States.”<sup>53</sup> The September 1994 report of the Judicial Conference reported that

The Judicial Conference approved a Committee recommendation that it seek an amendment to the Court Interpreters Act, 28 U.S.C. § 1827, to remove the prohibition on the use of appropriated funds to provide sign language interpreters to hearing-impaired parties and witnesses in proceedings not initiated by the United States. Such an amendment would provide judicial officers the discretion to decide what services to provide to hearing-impaired parties and witnesses, subject to the availability of funds.<sup>54</sup>

This authority is now set forth expressly in 28 U.S.C. § 1827(l), which reads:

Notwithstanding any other provision of this section or section 1828, the presiding judicial officer may appoint a certified or otherwise qualified sign language interpreter to provide services to a party, witness, or other participant in a judicial proceeding, whether or not the proceeding is instituted by the United States, if the presiding judicial officer determines, on such officer’s own motion or on the motion of a party or other participant in the proceeding, that such individual suffers from a hearing impairment. The presiding judicial officer shall, subject to the availability of appropriated funds, approve the compensation and expenses payable to sign language interpreters appointed under this section in accordance with the schedule of fees prescribed by the Director under subsection (b)(3) of this section.

With respect to employment, the March 1998 report of the Judicial Conference notes:

In keeping with its commitment to the principles of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, the judiciary has sought to provide reasonable accommodations for its judicial officers and employees with disabilities, including providing equipment and devices that will allow members of the court family to perform job tasks, as well as funds to provide personal assistants for those involved in training, when necessary.<sup>55</sup>

That report further notes, “However, the judiciary lacks explicit authority to use appropriated funds to hire personal assistants for judicial officers and employees with disabilities (*e.g.*, readers for the blind and interpreters for the deaf) to assist in day-to-day work.”<sup>56</sup> As a consequence, “[t]he Judicial Conference approved a Judicial Resources Committee recommendation that it seek legislation to include the judiciary in 5 U.S.C. § 3102 so as to give the judiciary explicit authority, comparable to the executive branch, to hire personal assistants for employees with disabilities.”<sup>57</sup> Such explicit authority is now part of 5 U.S.C. § 3102.<sup>58</sup>

Upon enactment of the Federal Courts Improvement Act of 2000, the March 2001 report of the Judicial Conference reads:

On recommendation of the Committee on Judicial Resources, the Judicial Conference took the following actions to implement this new law with respect to judicial officers and court employees:

- a. Approved creation of a personal assistant position under the Judiciary Salary Plan and the Court Personnel System to provide appropriate work assistance, as needed, to judges and judiciary employees with disabilities;
- b. Endorsed the Administrative Office’s use of classification flexibility currently existing under the Judiciary Salary Plan to classify personal assistant positions appropriately;
- c. Designated each chief judge, or the chief judge’s designee, as the “agency head” for judges and chambers staff, and each court unit executive as the “agency head” for employees of that unit, for purposes of appointing personal assistants for individuals with disabilities;
- d. Authorized use of central funding for personal assistant positions, as necessary, under the Judiciary Salary Plan for support of eligible judges and chambers staff;

53. *Supra* note 33 and accompanying text.

54. JCUS-SEP 94, p. 50.

55. JCUS-MAR 98, p. 23 (Personal Assistants for Individuals with Disabilities).

56. *Id.*

57. *Id.*

58. See Pub. L. No. 106-518, 114 Stat. 2421.

- e. Authorized provision of an allotment to a court after receipt of a request for a personal assistant position under the Court Personnel System and an Administrative Office determination that AO guidelines were met; and
- f. Authorized the Administrative Office to develop guidelines for designated agency heads to use in determining when and in what circumstances the creation of a personal assistant position is appropriate.<sup>59</sup>

The “Guide to Judiciary Policy” provides the official guidelines of the Judicial Conference of the United States for the administration and operation of the federal judiciary. And rules and policies adopted by the Judicial Conference effectively have the force of positive law and are binding on federal courts and court personnel.

Importantly, the most specific policy statements of the conference on disability and the federal judiciary are delimited to the two areas of “communication disabilities” and employment. Thus, following 28 U.S.C. § 1827, Guide to Judiciary Policy, Vol. 5, Ch. 2, § 255, “Services to the Hearing Impaired and Others with Communication Disabilities,” provides in part:

- (a) Under Judicial Conference policy, a court **must** provide sign language interpreters or other auxiliary aids and services to participants in federal court proceedings who are deaf, hearing impaired or have communication disabilities, and **may** provide these services to spectators when the court deems appropriate (JCUS-SEP 95, p. 75). This policy provides for services in addition to those required by the Court Interpreters Act (28 U.S.C. § 1827).
- (b) The court should honor a participant’s choice of auxiliary aid or service, unless it can show that another equally effective means of communication is available, or that use of the means chosen would result in a fundamental change in the nature of the court proceeding or an undue financial or administrative burden.

Similarly, following 5 U.S.C. § 3102, Guide to Judiciary Policy, Vol. 12, Ch. 2, § 260, “Personal Assistants for Individuals with a Disability,” provides:<sup>60</sup>

The Judicial Conference has adopted policy to implement reasonable accommodation for its judicial officers and employees with a disability, including, where appropriate, personal assistants, such as a reader to accommodate the needs of a blind individual or an interpreter for a person who is hearing impaired and uses sign language. JCUS-MAR 98, p. 23; JCUS-MAR 01, pp. 18-19, 25-26. This authority is now set forth expressly in 5 U.S.C. § 3102.

## Summary

This section of this report outlined legal and judiciary policy underpinnings of disability and access to courts. In doing so, it identified key legal and policy provisions guaranteeing access to courts for persons with disabilities.

A review of federal statutory and regulatory provisions of access to courts found broad scope of applicability of legal mandates to state and local courts. It also found that these mandates do not apply to federal courts. Instead, a specific set of statutory provisions delimited to a specific set of accessibility issues is found to apply to federal courts. Finally, review of relevant Judicial Conference policies found these to be sharply demarcated to a specific set of accessibility issues—that is, “communication disabilities” and accommodations in employment settings.

---

59. JCUS-MAR 01, pp. 25–26.

60. Yet § 210.10, “Applicability,” reads:

- (a) The policies in this chapter apply to all court units within the judiciary other than the U.S. Supreme Court.
- (b) The policies in this chapter do not apply to:
  - the Federal Judicial Center,
  - the United States Sentencing Commission,
  - the Judicial Panel for Multidistrict Litigation, or
  - the Administrative Office of the U.S. Courts (AO).

Note: Each of the above organizations is responsible for identifying and implementing its own fair employment policies and practices. (Guide to Judiciary Policy, Vol. 12, Ch. 2, pp. 1–2).

## Results from the Web Accessibility Study

This section reports results from the web accessibility study of the homepages of the current 108 U.S. district and appellate courts, the two U.S. specialty courts (the U.S. Court of International Trade and the U.S. Court of Federal Claims), the Administrative Office of U.S. Courts (AO), and the Federal Judicial Center (FJC).<sup>61</sup> The report also includes results from evaluations of the main PACER website (<http://www.pacer.gov>).

The web accessibility study began with the use of the web accessibility evaluation tools AChecker and Cynthia Says.<sup>62</sup> Specifically, these two tools allow the user to evaluate a site using section 508<sup>63</sup> guidelines or WCAG (Web Content Accessibility Guidelines) and use software to review the HTML code of a webpage to look for common accessibility errors. These errors can include forms and documents that are difficult to navigate with a keyboard or a screen reader, graphs, maps and scripts with no accompanying text identifiers/descriptors, etc. Though accessibility laws such as the ADA and section 504 of the Rehabilitation Act of 1973 only apply to state and local courts, section 508 standards have now become among the most widely used for evaluating website accessibility.<sup>64</sup> Thus, the web accessibility evaluations were based on these standards.<sup>65</sup> Here, it is worth noting that, at the outset, software analysis tools like AChecker and Cynthia Says are only able to check for basic design errors. Thus, the data reported below from these evaluations should be viewed in that context. Moreover, the evaluations were on web content of 113 homepages; this is a massive amount of information and the summary statistics should be read with that in mind.

61. According to Wentz et al. (2011), “Technologies that are inherently designed to be inclusive of all users regardless of ability are known as accessible technologies or universally usable technologies” (p. 1). Moreover, “For a technology to be accessible, it needs to be usable in an equal manner by all users regardless of specific senses or abilities.” It “should also be compatible with assistive technologies, such as narrators, scanners, enlargement, voice-activated technologies, refreshable Braille, and other devices.” (Wentz et al., 2011:1. For similar statements, see Jaeger, 2009; Lazar, 2006; Lazar and Greenridge, 2006; Lazar and Jaeger, 2011). Letourneau (2003) provides a more pointed definition: “Anyone using any kind of Web browsing technology must be able to visit any site and get a full and complete understanding of the information contained there, as well as have the full and complete ability to interact with the site.”

62. Since the late 1990s a number of these tools have been employed to investigate web accessibility. Many early studies used the automated tool “Bobby,” while more recent studies have added the use of tools like the ones used for the current study (AChecker and Cynthia Says). Other tools include Accessibility Valet, FAE—Functional Accessibility Evaluator, TAW—Test de Accesibilidad Web, WAVE—Web Accessibility Versatile Evaluator, and the Web Accessibility Checker. With some variation in standards used, ways of reporting and interpreting accessibility issues, all these tools allow the user to check the accessibility of webpages against standards like Section 508 and/or W3C Web Content Accessibility Guidelines (WCAG).

63. “Section 508” refers to the Rehabilitation Act of 1973, Pub. L. No. 93-112, § 508, as added by Pub. L. No. 99-506, 100 Stat. 1830 (1986), classified to 29 U.S.C. § 794d.

64. See 29 U.S.C. § 794d. Developed by the World Wide Web Consortium (W3C), the Web Content Accessibility Guidelines (WCAG) provide another set of widely used standards. Founded in 1994, the W3C is an international standard-setting industry body tasked with developing common protocols for the evolution of the web. In 1996, this group sponsored the Web Accessibility Initiative (WAI) (<http://www.w3.org/WAI/>). In 1999, WAI released the first Web Content Accessibility Guidelines (WCAG1.0) and its companion Checklist of Checkpoints for Web Content Accessibility Guidelines. The most recent update, WCAG2.1, incorporates recent advances in web and assistive technology.

65. While the actual Section 508 guidelines are more specific and technical in the explanations, Jaeger (2006) summarizes them as follows:

1. A text equivalent should be provided for every nontext element.
2. Equivalent alternative formats of elements of multimedia presentations must synchronize to the appropriate parts of the presentation.
3. All information conveyed through color must also be conveyed without color.
4. Documents must be organized so as to be readable without an accompanying style sheet.
5. Redundant text links should be provided in each active region of server-side image map.
6. Client-side image maps should be used whenever possible to facilitate the map being readable by assistive technologies.
7. Row and column headers should be identified on data tables.
8. Markup should be used to associate data cells and header cells in data tables to ensure graceful transformation.
9. Frames should be titled with text that identifies frame and facilitates navigation.
10. Pages should avoid flicker rates above 2 Hz or below 55 Hz.
11. A text-only equivalent page must be available for every page that cannot otherwise be made completely compliant with all other requirements.
12. All scripting language related to content must be identifiable and readable by assistive technologies.
13. For any Web site that employs applets, plug-ins, or other applications on the users’ computers, these applications must comply with the Section 508 guidelines for software products and Web sites.
14. All electronic forms that are designed to be completed online must allow users with assistive technologies to access the information, field elements, and functionality required for completion and submission of the forms, including directions and cues.
15. A method should be available to allow users to skip repetitive navigation links.
16. Users should not be timed out of applications—for timed applications, users should be given an alert message and the option to indicate that more time is necessary. (Excerpted from Jaeger, 2006, pp. 170–71).

Manual checks of the absence or presence of “skip navigation” and related links provided further tests. This part of the study also examined each of the websites to see if it (1) provided a direct link to accessibility information that is so designated/labeled;<sup>66</sup> (2) provided an indirect link to accessibility information;<sup>67</sup> and/or (3) provided a link to download the screen reader tool, “BrowseAloud.”<sup>68</sup> Finally, content analysis of existing website accessibility pages and policy statements added contrast to the web accessibility evaluation measures.

## Procedures

In the months of October, November, and December 2018, the homepages of the 113 federal judiciary websites were evaluated with the AChecker and Cynthia Says web accessibility tools, using the Section 508 evaluation option. Only the main homepages and related content were examined. Site evaluation reports of pages that had the “508 Approved” icon were listed as showing no accessibility issues. This icon will display if no errors are detected. Homepages that received the “508 Not Approved” icon after evaluation were listed as registering accessibility issue(s). These results are listed in **Tables 1 and 2**.

Manual checks for the presence or absence of essential usability features were subsequently conducted and recorded. Results of these checks are presented in **Table 3**. Data on existing accessibility policy statements was obtained and compiled during the manual examinations of websites. A content analysis of these accessibility policy statements is discussed later.

## Results from the Web Accessibility Evaluations

**Table 1** presents data from the web accessibility evaluation tool AChecker. **Table 2** presents similar information from Cynthia Says. These data represent evaluations of the 113 homepages examined and are presented in the form of summary statistics. Reported are the total number of pages with each detected accessibility issue, the percentage of pages with each issue, and the total number of detected instances of each issue. Each table also notes the percentage of pages with no detected accessibility issues.

Measure	Nontext feature with no text descriptor	Active server-side image map region with no redundant text link	Script with no functional text identifier	Inaccessible forms
Number of homepages with this type of accessibility issue	34	1	92	35
Percentage of homepages with this type of accessibility issue	30.09%	0.88%	81.42%	30.97%
Total number of accessibility issues across all homepages	182	1	317	66

**Table 1:** AChecker Web Assessment Results

66. These links appeared under a variety of titles, including “ADA Accommodations,” “Accessibility,” “Request for Accommodation,” “Disability Access Information,” “Access Coordinator/s,” “Accessibility Information,” “Accommodations,” “Courthouse Accessibility Information,” and “Access/Visitors with Disabilities & Special Needs.”

67. Websites included in this category did not have clearly demarcated links to accessibility information. That is, there were no links titled “Disability Access,” “Accommodation,” “ADA Accommodation,” or similar designations. Closer examination of these websites revealed some to have had links like “Court Info,” “Courthouse,” and “Courtroom Technology,” clicking on which took the user to a page with a link clearly demarcated as containing accessibility information. Other sites included in this category were so designated by searches of the main page with terms like “Accessibility,” “Accommodation,” “ADA Accommodation,” etc., that revealed subsidiary links with accessibility information.

68. Several court homepages had this feature, in lieu of a link to accessibility information. Clicking on the link took the user to a “BrowseAloud Information” page with the following information: “BrowseAloud is a small computer program that works with web browsers to allow users to listen to text that appears on a web site as it is read aloud. Once the required software is installed, a computer-generated voice reads aloud the selected text, highlighting the specific text as it is read. BrowseAloud is a free download and can be downloaded here [external link provided.] BrowseAloud can be a useful tool for persons who may have difficulties reading text online, or who have literacy problems or a learning disability such as dyslexia. It can also be helpful for persons with limited English language skills who may find it easier to listen to spoken text instead of reading the words on a page.” Notably, each homepage that had the BrowseAloud link had this exact text and provided a BrowseAloud download link.

### Results from AChecker

As can be seen in **Table 1**, the AChecker web accessibility evaluator revealed four key accessibility issues, including scripts with no accompanying functional text, images with no text equivalents, active server-side image maps with no accompanying text identifiers, and inaccessible forms. More specifically, the four primary accessibility issues that the AChecker software dubbed “Known Problems” consisted of 182 instances of a nontext feature with no text equivalent, a single instance of a server-side image map with no text link associated with it, 312 scripts with no associated functional text, and 66 forms with accessibility issues.

Stated differently, of the 113 websites examined using the AChecker software, 34 (30.01%) had one or more nontext features with no text equivalents, 1 (0.88%) had a server-side image map with no text link associated with it, 92 (81.42%) had one or more scripts with no functional texts, and 35 (30.97%) had one or more forms with accessibility issues. Moreover, the AChecker web accessibility tool indicated that of 113 homepages, 9 were free of accessibility issues. These were the homepages of the U.S. district courts for Connecticut (<http://www.ctd.uscourts.gov/>), Guam (<http://www.gud.uscourts.gov/>), New Mexico (<http://www.nmcourt.fed.us/web/index.htm>), North Dakota (<http://www.ndd.uscourts.gov/>), the Eastern District of Kentucky (<http://www.kyed.uscourts.gov/>), the Northern District of Oklahoma (<https://www.oknd.uscourts.gov/>), the Northern Mariana Islands (<http://www.nmid.uscourts.gov/>), and the Southern District of West Virginia (<https://www.wvsd.uscourts.gov/>), and the U.S. Court of Appeals for the Seventh Circuit (<http://www.ca7.uscourts.gov/>). This represents about 8% of the webpages evaluated. Notably, the AChecker tool also detected “likely” issues that were mainly in documents that are difficult to read without an accompanying style sheet.

Measure	Nontext feature with no text descriptor	Document not readable without a style sheet	No use of markup to associate data cells and header cells in data table	Frames not identified with text titles	Websites employing applets, plug-ins, or other applications that are not in accord with § 508 guidelines	Inaccessible forms	Users timed out/ no option to ask for more time
Number of homepages with this type of accessibility issue	91	74	2	3	87	35	1
Percentage of homepages with this type of accessibility issue	80.53%	65.49%	1.77%	2.65%	76.99%	30.97%	0.88%
Total number of accessibility issues across all homepages	391	4416	2	6	708	67	1

**Table 2:** Cynthia Says Web Assessment Results

### Results from Cynthia Says

Similar to the AChecker Web Accessibility tool, Cynthia Says reported accessibility issues, a couple of which were also identified by the AChecker software. Like AChecker, Cynthia Says identified instances of scripts with no accompanying functional text, as well as forms with accessibility issues. Yet, Cynthia Says detected a greater number of these instances than AChecker. The AChecker software, for example, detected 170 “known” instances of nontext elements with no text equivalents, whereas Cynthia Says detected 391. Similarly, while the AChecker software identified 65 “known” instances of forms with accessibility issues, Cynthia Says detected 67.

Moreover, Cynthia Says also detected issues that AChecker did not identify as “Known Problems.” For example, Cynthia Says detected 4,416 issues associated with documents that are difficult to read without accompanying style sheets,

2 instances of data cells and header cells in data tables that are not identified by markups (inadequate labeling of data tables with headers for rows and columns), 6 instances of frames with no identifying text titles, and 1 instance of a site that timed out users without warning and/or did not provide an option for requesting more time. Cynthia Says also detected 708 instances of websites employing applets, plug-ins, or other applications on user computers that were not in accord with the section 508 guidelines for software products and websites.

Stated differently, of the 113 homepages surveyed using the Cynthia Says software, 91 (80.53%) sites registered one or more instances of nontext elements with no text equivalents, 74 (65.49%) showed documents that were difficult to read without an accompanying style sheet, 2 (1.77%) had one or more instances of data cells and header cells in data tables with no identifying markups, 3 (2.65%) had frames with no identifying text titles, and one website timed out users without warning and/or did not provide an option for more time. Moreover, the Cynthia Says software revealed that 87 (76.99%) homepages employed applets, plug-ins, or other applications on user computers that were not in accord with the section 508 guidelines for software products and websites; whereas 35 (30.97%) sites had forms with accessibility issues. Finally, the Cynthia Says web accessibility tool indicated that of the 113 homepages, 3 were free of accessibility issues. These were the district courts for Guam (<http://www.gud.uscourts.gov/>), the Northern Mariana Islands (<http://www.nmid.uscourts.gov/>) and the Middle District of Alabama (<http://www.almd.uscourts.gov/>). This represents about 3% of the webpages evaluated.

### Summary of Results from the Web Accessibility Tools

In summary, a key takeaway from the web accessibility data (presented in **Tables 1** and **2**) is that both evaluation tools reveal several instances of accessibility issues with the homepages included in this study. However, the AChecker software reported fewer instances of “known” issues than those detected by the Cynthia Says tool. Cynthia Says also revealed a greater number/proportion of any given issue than AChecker.

A plausible explanation for the divergence in findings between these two software applications is that Cynthia Says is the newer of the two. As such, the Cynthia Says tool may be more precise and, by extension, able to detect a greater number of issues than AChecker. As the two tables above show, for each accessibility issue that both tools identified, the Cynthia Says software detected more instances than AChecker. Moreover, of the 113 homepages examined, the AChecker web accessibility tool indicated 9 were free of accessibility issues, whereas Cynthia Says identified 3. Notably, both accessibility evaluators identified the websites for the U.S. district courts for Guam and the Northern Mariana Islands as being free of accessibility issues.

Moreover, in addition to the listed “known” issues, the AChecker software identified “likely” issues. This suggests less divergence between the evaluations of the two web accessibility tools than might appear at first glance.

Taken together, the two web accessibility tools revealed two key commonly detected issues. The first involved images and/or scripts with no accompanying identifying text. That is to say, graphics that are not labelled by providing “alternative text” (alternative text enables screen reader programs to communicate via synthesized speech that is visually displayed on websites). And the second dealt with forms with accessibility issues—that is, fillable online forms difficult to navigate with a keyboard and/or screen reader. Cynthia Says also detected other accessibility issues, including documents difficult to read without accompanying style sheets, data cells and header cells in data tables not identified by markups, and sites that timed out users without warning and/or had no option for requesting more time.

For important limitations on this research, see the subsection titled “Limitations” below.

### Results from Evaluations of the Presence/Absence of Essential Usability Features

As indicated above, a simple test of the usability of a website is the presence or absence of essential usability features. Two such features are skip navigation and font size controls. Skip navigation links, for example, allow users to get to the main content area of a website without having to go through the whole series of links and sublinks on the site. Font size controls similarly enable the user to increase or decrease the size of the font used on a website.

**Table 3** presents data on manual evaluations of the homepages noted above for the presence or absence of essential usability features like skip navigation and font size controls. In addition, the table reports data on the presence or absence of a link to “BrowseAloud.” It also reports the percentage of homepages with a direct link to accessibility information, as well as those with an indirect link.

Skip to main content	66.25%
Direct link to accessibility	14.2%
Indirect link to accessibility on homepage	12.39%
BrowseAloud	45.13%
Decrease/reset/increase font size	11.5%

**Table 3:** Manual Assessments of the Presence/Absence of Essential Usability Features

As can be seen in **Table 3**, a sizable proportion of the federal judiciary homepages provided a skip navigation link to the main content area of the page. About two-thirds (66.25%) of the homepages provided this link. By contrast, about one in nine (11.5%) provided a font control feature that allowed the user to manipulate the size of web content fonts.

Furthermore, about one in seven homepages (14.2%) had a direct link on accessibility information. For some homepages with no direct link, this meant having an indirect link to accessibility information (see note 67). About one in eight homepages (12.39%) provided such indirect links. Taken together, about 27% of homepages had a direct or indirect link to accessibility information.

Moreover, about 45% of the homepages provided a direct or indirect link to an explanation and download page for “BrowseAloud” (see note 68). And only six out of the sixteen homepages that had a direct link to accessibility information also had a link to BrowseAloud. At the time of reviewing of the homepages, these six were the homepages of the U.S. district courts for New Hampshire, New Mexico, the Eastern District of Pennsylvania, and the Courts of Appeals for the Second, Eighth, and Eleventh Circuits. Similarly, only six out of the thirteen homepages that had an indirect link to accessibility information also had a link to BrowseAloud. At the time of review, these sites were the homepages of the U.S. district courts for Connecticut, New Jersey, Nebraska, the Northern and Southern Districts of Georgia, and the District of Columbia. All other homepages that had BrowseAloud (thirty-eight) did not have a direct or indirect link to accessibility information. A key issue with the BrowseAloud software to note here is that the software has to first be downloaded before it can be used to read content material.

Taken together, the manual examinations of homepages for the presence or absence of essential usability features revealed at least three key distinct patterns. First, a high proportion (about 67%) of the homepages provided skip navigation links for ease of access to main content areas. Second, smaller proportions of homepages provided direct or indirect links to accessibility information—about 15% for the former, and about 12% for the latter—as well as controls for manipulating font size (about 12%). And third, a sizable proportion (about 45%) of homepages provided direct or indirect links to a “BrowseAloud” explanation and download page.

## Results of Content Analysis of Accessibility Policy Statements

As implied in notes 66 and 67, information on accessibility and accessibility policy statements were obtained in one of two ways. First, some homepages provided a direct link to accessibility information. Other pages provided an indirect link or links (see notes 66 and 67). Accessibility statements and related material were accessed via these links, reviewed, and analyzed. In total, sixteen homepages had direct working links to accessibility information.<sup>69</sup> Thirteen websites had indirect links.<sup>70</sup>

69. These 16 were the homepages of the U.S. district courts for Maine, New Hampshire, the Southern District of New York, the Eastern District of Pennsylvania, the Western District of Virginia, the Northern District of Illinois, the Western District of Missouri, the Central, Eastern, and Northern Districts of California, the Western District of Washington, the Middle District of Alabama, and the Middle District of Florida, plus the homepages of three circuit/appeals courts: those of the Second, Eighth, and Eleventh Circuits. A seventeenth link existed but was not working at the time and took users to a page with information unrelated to accessibility.

70. These 13 were the homepages of the U.S. Supreme Court; the district courts for Connecticut, Delaware, New Jersey, the Northern and Southern Districts of Iowa, Minnesota, Oregon, the Eastern District of Washington, the Northern and Southern Districts of Florida, and the District of Columbia; and the U.S. Court of Federal Claims.

**Table 4** presents accessibility information obtained from the twenty-nine homepages that provided such information via direct or indirect links. The table is organized around the presence or absence of seven major “themes” as follows: 1) Whether or not the page made any reference to the ADA. 2) If so, whether or not the page made it clear (explicitly stated) that the ADA does not apply to the federal judiciary. 3) Whether or not the page provided information on the person/entity to contact for accessibility issues. 4) Whether or not the page provided specific information on available accessibility features. 5) Whether or not the page identified a specifically designated access coordinator(s) and gave information on such coordinator(s).<sup>71</sup> 6) Whether or not the information on accessibility made specific reference to “communication disability.”<sup>72</sup> And 7) Whether or not the site made specific reference to Section 508.

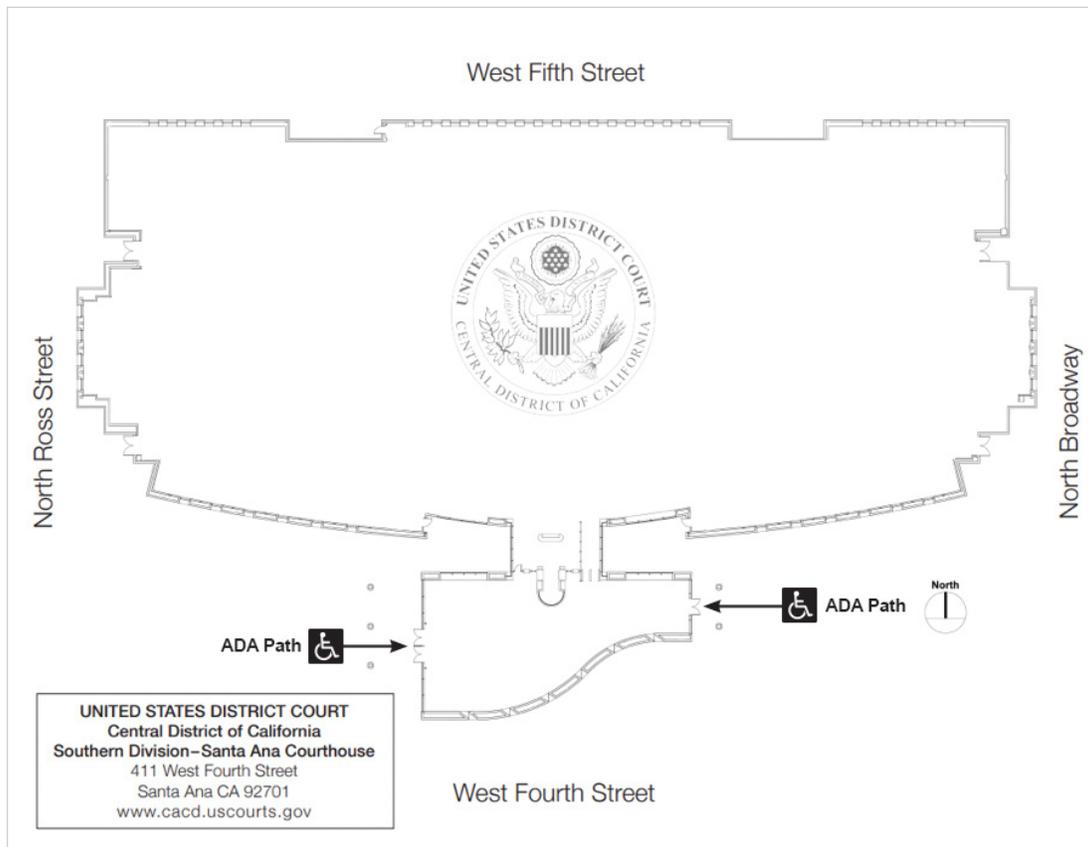
Content matter	Sites with a Direct Link		Sites with an Indirect Link	
	No	Yes	No	Yes
Referenced ADA	9 (56.25%)	7 (43.75%)	12 (92.31%)	1 (7.69%)
Explicitly noted that ADA does not apply	11 (68.75%)	5 (31.25%)	12 (92.31%)	1 (7.69%)
Provided point of contact for accessibility	2 (12.5%)	14 (87.5%)	9 (69.23%)	4 (30.77%)
Provided information on available accessibility features	5 (31.25%)	11 (68.75%)	6 (46.15%)	7 (53.85%)
Identified designated access coordinator(s)	7 (43.75%)	9 (56.25%)	10 (76.92%)	3 (23.08%)
Specific reference to “communication disability”	9 (56.25%)	7 (43.75%)	9 (69.23%)	4 (30.77%)
Specific reference to section 508	15 (93.75%)	1 (6.25%)	13 (100%)	0 (0%)

**Table 4:** Results from Content Analysis of Accessibility Pages and Statements. The data in this table show that seven out of sixteen pages (about 44%) with direct links to accessibility referenced the ADA. Five of those seven (71%) also clearly noted that the ADA does not apply to the federal judiciary. To this, some also added (not reported in this table) that the court provided accommodations pursuant to Judicial Conference Policy.

Importantly, a sizable proportion of the sixteen pages with direct links to accessibility information provided it on a variety of accessibility issues, including whom to contact for inquiries, available accessibility features, and contact information on designated access coordinator(s). Fourteen out of sixteen pages (88%), for example, provided information on point of contact for accessibility inquiries. Likewise, eleven out of sixteen pages (69%) provided information on available accessibility features. Some websites also provided maps of accessibility routes. An example of this is presented in **Figure 3**.

71. At least at the state and local levels, having an access coordinator(s) is one of the key criteria for determining whether or not a court/court system is accessible and in accordance with the ADA.

72. This is a delimiting factor that showed up in a number of websites, and, in many cases, it further delimited matters of accessibility to those related to hearing impairment.



**Figure 3:** Maps for Accessible Amenities. The website for the Central District of California is notable in providing access to maps, such as the one above, which highlight accessible entryways for people with disabilities.

Finally, nine out of sixteen (56%) identified a designated access coordinator(s). As indicated above, the designation of an access coordinator is one of the key criteria for determining the extent to which state and local courts are accessible.

Moreover, only one referenced (and exclusively focused on) section 508, that of the U.S. Court of Appeals for the Second Circuit (<http://www.ca2.uscourts.gov/nav/accessibility.html>):

The Second Circuit is committed to providing access to our Web pages for individuals with disabilities, both members of the public and federal employees. To meet this commitment, we will comply with the requirements of Section 508 of the Rehabilitation Act. Section 508 requires that individuals with disabilities, who are members of the public seeking information or services from us, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on us. Section 508 also requires us to ensure that federal employees with disabilities have access to and use of information and data that is comparable to the access to and use of information and data by federal employees who are not individuals with disabilities, unless an undue burden would be imposed on us. If the format of any material on our Web site interferes with your ability to access the information, due to an issue with accessibility caused by a disability as defined in the Rehabilitation Act, please contact the site webmaster for assistance [link provided]. To enable us to respond in a manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the Web address (URL) of the material with which you are having difficulty, and your contact information.

Taken together, the foregoing are impressive statistics, to be sure. (Please note that the reference here is to sixteen homepages with a direct link to accessibility information.)

For websites with indirect links to accessibility information, only one referenced the ADA, and noted the nonapplicability of the ADA to the federal judiciary. Moreover, four pages provided contact information on accessibility inquiries; three

identified a designated coordinator(s) and provided contact information on the coordinator(s); and four referenced “communication disability” and delimited information given on this form of disability. No such pages cited section 508.

### Direct and Indirect Links: A Comparison

Notably, the cases of homepages with direct and indirect links to accessibility information were more nuanced than the foregoing might suggest. The indirect link to accessibility information available on the website of the Supreme Court of the United States (<https://www.supremecourt.gov/>), for example, offered one of the most comprehensive descriptions of available accessibility features at the Court. The intermediate link, “Visiting the Court” (<https://www.supremecourt.gov/visiting/visiting.aspx>), was accessible via the main homepage and took the user to a page with several links, including one entitled “Accessibility.” That page provided information on several accessibility categories:

**Visitors with Mobility Impairments:** An accessible entrance is located along Maryland Avenue on the left side of the building. Limited accessible parking is also available along Maryland Avenue. A limited number of wheelchairs are available free of charge at your point of entry. Wheelchairs may be obtained from any Supreme Court Police Officer. Elevators are available throughout the building with access to all public areas.

**Visitors Who Are Deaf or Hard of Hearing:** Assistive listening devices are available when Court is in session. A hearing loop (induction loop), is installed in the Courtroom, requiring the use of a compatible device. Listening devices for use of the loop are available upon request for visitors who do not have hearing aids or compatible hearing aids. FM and infrared listening systems are also available. All listening devices may be obtained from a Supreme Court Police Officer or Courtroom attendant as you are being seated. The hearing loop is also available for Courtroom lectures. American Sign Language interpretation for Courtroom Lectures can be arranged with at least seven business days’ notice. Please email us [link provided]. The Visitor Film is open-captioned. A public telephone (TTY) is available on the ground floor in the vending machine alcove adjacent to the Maryland Avenue door.

**Visitors Who Are Blind or Have Low Vision:** Large print items available at the Visitor Desk include: Visitor Map Text from select exhibits Information Sheets about Supreme Court history and architectural features of the building. A Braille version of the Visitor’s Guide to the Court and Visitor’s Guide to Oral Argument is available upon request at the Visitor Desk.

**Service Dogs:** Service dogs trained to assist persons with disabilities are welcome in the Supreme Court. Service dogs must be under the control of their handlers at all times (please see regulations governing the Supreme Court Building and grounds) [link provided].

The direct link accessibility page of the U.S. Court of Appeals for the Eighth Circuit (<http://www.ca8.uscourts.gov/ada-accommodations>) was similarly comprehensive. The link, “ADA Accommodations,” from the homepage as well as the “About the Court” page, took the user to a page that provided information on a variety of areas:

**Americans with Disabilities Act:** The Americans with Disabilities Act does not apply to the federal judiciary. However, pursuant to United States Judicial Conference policy, the Eighth Circuit Court of Appeals provides reasonable accommodations to persons with disabilities, including communications disabilities. All Court of Appeals courtrooms are equipped with infrared transmitters for those with hearing disabilities. Headsets can be obtained from the courtroom deputy. All podiums are wheelchair accessible. Upon request, the Court will prepare its orders and opinions in enlarged type to accommodate the visually impaired. The Court can also enter orders requiring parties to prepare documents in enlarged type. The Court can, upon prior notice, arrange for American Sign Language interpreters and Real Time Transcription services for oral arguments. If you or your client need such services during oral argument, please contact the clerk’s office at least ten days in advance of the scheduled oral argument date to make the necessary arrangements. Please note the court does not provide written transcripts of oral arguments. For Accommodations for Eighth Circuit Court of Appeals hearings at the Thomas F. Eagleton Courthouse in St. Louis, the Roman Hruska Courthouse in Omaha and the Charles Evans Whittaker Courthouse in Kansas City, Missouri: Contact the Clerk of the Court, Mr. Michael Gans, by phone at 314-244-2400 or at [michael\\_gans@ca8.uscourts.gov](mailto:michael_gans@ca8.uscourts.gov) [link provided] to discuss your needs. The Alternate Access Coordinator is Ms. Robin Weinberger at 314-244-2400. For Accommodations for Eighth Circuit Court of Appeals hearings at the Warren E. Burger Courthouse in St. Paul, Minnesota: Contact Ms. Maureen Watz Gornik, Deputy-in-Charge in St. Paul, at 651-848-1300.

**Building Accommodations:** The courthouses at all locations are wheel chair accessible. All restrooms are wheel chair accessible. All individuals seeking entrance to the courthouses must present a valid, government-issued ID and pass through security, including a metal detector. Individuals with pacemakers

or cochlear implants may request wand screening. Elevators are equipped with braille signage and orally announce floors. The elevator cabs are equipped with emergency call features to accommodate those with seeing and hearing impairments. Braille signage is also in place throughout the court's floors and at the courtroom entrances. Smoke detectors are equipped with strobe lights.

**Parking:** The court does not provide public parking at any of its courthouse locations. Street parking and parking garages surrounding the courthouses have handicapped spaces available to the public.

Compare these with content on the accessibility page (linked under "Court Information") for the U.S. District Court for New Hampshire (<http://www.nhd.uscourts.gov/ada-accommodations>):

The Americans with Disabilities Act (ADA) prohibits, under certain circumstances, discrimination based on disability. The ADA does not apply to the federal judiciary; however, pursuant to Judicial Conference policy, federal courts provide reasonable accommodations to all persons with disabilities. If you are a person with a disability who needs an accommodation in order to participate in a court proceeding, please contact the court prior to your arrival to discuss available accommodations. If you are involved in a particular case, you should contact the case manager assigned to your case. See the court's Contact Information page [link provided] for the case manager's phone number and email address. The following slide show includes pictures of ADA features built into the Rudman Courthouse: [link provided]

Further compare these with the "Request for Accommodation" statement, linked from the homepage, associated with the U.S. District Court for the Southern District of New York (<http://www.nysd.uscourts.gov/accommodation.php>): "If you are an individual with a disability who needs an accommodation to participate in a court proceeding or other court activity, you may make a request for accommodations. To do so, please contact [Accommodation@nysd.uscourts.gov](mailto:Accommodation@nysd.uscourts.gov). [link provided]"

By contrast, a search from the homepage of the U.S. District Court for Connecticut (<http://www.ctd.uscourts.gov/>) revealed the following Jury FAQ question: "What if I have a disability or need special accommodations?" And the answer given was:

The court will make every effort to accommodate jurors with disabilities or special needs. Please notify the court in writing by e-mail or U.S. Mail. Be sure to include your telephone number because, the jury clerk may need to discuss accommodations with you. You may request to be excused if you are disabled and jury service would be an undue hardship or extreme inconvenience.

Likewise, the homepage of the U.S. District Court for Delaware (<http://www.ded.uscourts.gov/>) provided via drop-down menus a path to the intermediate link, "Courthouse Facilities" (<http://www.ded.uscourts.gov/guidelines-use-courthouse-facilities>)<sup>73</sup> that took the user to a page titled "Guidelines for use of Courthouse Facilities." This page had a subsection titled "Access to the courthouse." The statement therein read:

The courthouse is generally open from 8:00 a.m. to 5:30 p.m. Court Security Officers are at the front door of the courthouse. To contact the Court Security Officers please call Martin Donohue, Site Supervisor, at 302-573-6288. If you believe you need to make special arrangements for access to the courthouse you should speak with the Courtroom Deputy.

The indirect link to accessibility provided on the website of the U.S. District Court for New Jersey (<http://www.njd.uscourts.gov/content/how-do-i-receive-information-regarding-services-communication-disability-federal-court>) was a good example of a page that referenced "communication disability." It was in reference to a "Common FAQ" question: "How do I receive information regarding services for a communication disability as a federal court participant?" The answer provided read:

It is the policy of this Court to provide reasonable accommodations to persons with communications disabilities. Sign language interpreters and other appropriate auxiliary aids and services are provided to participants (including parties, attorneys, witnesses and jurors) in federal court proceedings who are deaf, hearing-impaired, or have other communications disabilities. The court provides primary consideration to a participant's choice of auxiliary aid or service. The individual designated for the District of New Jersey as the access coordinator for these services is Irene Gosnear, Clerk's Office, Newark, New Jersey. She can be reached at 973-645-4621. You can also contact Julianne Buro at (973) 645-4637.

73. The URL for this page has since changed, and is now <http://www.ded.uscourts.gov/guidelines-use-courthouse-facilities>, linked not from the homepage but from the "General Information" page of the "Clerk's Office" section of the website. The text remains the same.

Finally, the indirect link provided on the website of the U.S. District Court for the Southern District of Iowa (<https://www.iasd.uscourts.gov>) offered one of the best examples of the potentials of technological advances. From the homepage, clicking on the name of any of the three courts of the district, or on the district map, or on the “About Us” drop-down option under “Court Info,” took the user to a page that had as one of its links, “Courtroom Technology.” Clicking on that link took the user to a page (<https://www.iasd.uscourts.gov/courtroom-technology>) that displayed this message:

At its foundation, courtroom technology is a means for putting evidence before everyone in the courtroom—the judge, the jurors, the opposing lawyers, the courtroom staff, and even onlookers— all at the same time. Streamlining the litigation process through the implementation of advanced communication technologies has enhanced the court’s ability to meet the needs of the bar and the public, while preserving the dignity and fairness of the proceedings.

It then listed ten technological devices with which each of the courtrooms is equipped. The page then went on to state that:

Above is the baseline for all of our courtrooms, although there are some variations to this baseline. With minimal training, attorneys can present photos, documents, objects, videos and electronic presentations to focus attention on critical details. Our courtrooms are open for demonstration and testing upon request. We highly encourage parties to come in prior to a trial/hearing to test and get familiar with the courtroom technology. This is especially true if parties will be presenting from their own laptop. To view or test courtroom technology for a hearing, please work through chambers to schedule. If there are courtroom technology questions, please send an email to IT at IASD\_ITSupport@iasd.uscourts.gov. [link provided]

Taken together, the analysis of this section revealed a high degree of variation in provided content, with some being exceptionally detailed and informative, and some less so. Fifteen homepages had direct links to accessibility information, and an additional thirteen sites provided indirect links.

## Discussion and Conclusion

Using section 508 Standards and site accessibility pages and statements, this section reported on evaluations of the homepages and websites of the federal judiciary. Pages examined included those of the U.S. district, appellate, and specialty courts, the Administrative Office of U.S. Courts, the Federal Judicial Center, and the main homepage of PACER, the federal judiciary’s e-filing and e-records access system. Results from three levels of data collection and analyses were reported. First, the web accessibility evaluation tools AChecker and Cynthia Says were used to assess accessibility based on section 508 guidelines. Accompanying the web accessibility evaluation were manual examinations of websites for the presence or absence of essential usability features like skip navigation and font size controls. Content analysis of existing accessibility pages and statements provided a final layer of analysis.

Results from the web accessibility tools reveal two key issues. First, both software applications detected images and/or scripts with no accompanying identifying text. Second, both web-evaluation tools located forms with accessibility issues—that is, fillable online forms that were difficult to navigate with a keyboard/screen reader. Additional issues included documents that were difficult to read without accompanying style sheets, data cells and header cells in data tables that were not identified by markups, and sites that timed out users without warning and/or did not provide the option for requesting more time.

By contrast, manual examinations of homepages revealed a great number (about 67%) provided skip navigation links for direct access to main content areas. Likewise, a sizable proportion (about 45%) of homepages also provided direct or indirect links to a “BrowseAloud” explanation and download page. By contrast, smaller proportions of homepages provided direct or indirect links to accessibility information, as well as font size controls (14%, 12%, and 12%, respectively). In addition, the content analysis revealed significant variation in provided content, with some courts’ pages being exceptionally detailed and informative, and some less so.

Taken together, a key takeaway from these findings is that the results suggest detected instances of a narrow set of accessibility issues. For example, the two web accessibility software tools detected accessibility issues with seven key areas, including images and/or scripts with no accompanying identifying text, forms with accessibility issues, documents that are difficult to read without accompanying style sheets, data cells and header cells in data tables that were not identified by markups, and sites that timed out users without warning and/or did not give users the option for requesting more time. Rather than being indicative of the pervasiveness of issues of accessibility, these findings indicate concentration around a specific set of areas.

## Limitations

As with most studies, especially ones that evaluate a medium as changing as the web, there are limitations. At the outset, it must be noted that the results are in reference to data that was collected in the fall of 2018. Here, an important caveat to make is that websites are not static, but continually change. Because of a minor change in page construction, a webpage that is accessible today could become inaccessible tomorrow and vice versa. The findings of this study thus apply to the homepages during the time period that they were examined; many may have changed since then. Moreover, accessibility guidelines can be, and are, updated or “tweaked” periodically. In addition, as the findings of the web accessibility tools above suggest, one software application may identify a given issue as a “likely” accessibility problem that another identifies as a “known” issue. Moreover, software analysis tools like AChecker and Cynthia Says are only able to check for basic design errors. And at issue here is content of 113 different sites that were likely designed by a multitude of individuals.

It follows that the key takeaway here is that to have and maintain an accessible website requires continual awareness of web accessibility issues. Existing technology that is now freely available on the web makes the evaluation of websites a quick and simple process (see Appendix 3). Routine and periodic use of these tools will go a long way.

## Results from the Interviews

Results reported in this section come from interviews (face-to-face, telephone, and email) with some relevant stakeholders to survey perspectives on accessibility of courts. These interviewees included judges (federal and state), scholars in the disability research community, U.S. attorneys, and disability rights and other attorneys. These in-depth interviews generally focused on inquiring about individual perspectives on accessibility.

As indicated in the Introduction, a general consensus from interviews of judicial employees with disabilities was that they enjoy an overall welcoming and accommodating working environment, with coworkers who are very helpful. That is to say, in general, interviewees reported the federal judiciary to be a highly accommodating work environment. One interviewee, for example, had had “no issue whatsoever” with coworkers. This interviewee reported that, in fact, everyone he had worked with in the federal judiciary was very accommodating and ready to offer assistance when asked. Another interviewee experienced little or no “physical barriers.” This interviewee noted that court access was previously improved for an earlier judge, and that automatic doors were retrofitted to accommodate his needs. Moreover, this interviewee found the restrooms at work to be fully accessible.

Several interviewees more generally found courts and court officials to be very open to accessibility accommodations. One interviewee, for example, noted that his “experience has been that most judges are very understanding of the need for accessibility accommodations and will do whatever they can to make sure they are provided in the courtroom—given enough notice beforehand.” Nevertheless, “there are always a few judges out there who are resistant.” This interviewee found providing accommodations to persons with disabilities “a problem more in the state courts than the federal courts.” But he has “heard of a couple of federal judges who are not on board.”

Yet, the interviews also revealed some key issues. I discuss some of these in turn.

## Major Issues

### Communication Barriers for Hard-of-Hearing and/or Deaf Individuals

This was a recurring theme across several interviewees. That is, “the ability to understand communication.” One interviewee saw this as “the major impediment.” This interviewee added that this “is especially important for judges because they must understand everything that is said in court.” Another interviewee found that providing spectators with interpreters remained an issue.

Here, captioning of material was an issue that came up with several interviewees. One interviewee, for example, observed that oral arguments of federal appeals courts that are posted online are not captioned. That is to say, these arguments are only in audio form, which makes it impossible for deaf and/or hard-of-hearing court officers and interested parties to review.

One interviewee observed that “captioning or ASL is a must for a deaf judge.” However, this interviewee hastened to add that he knows that “the concern will be that the judge is only looking at the screen or the interpreter and will miss out on everything else that is occurring in the courtroom, things that help a judge determine demeanor, for example.” Yet, in this interviewee’s view,

deaf and hard of hearing people have learned to be multi-taskers in these situations. No doubt, the judge should be adept at looking at the courtroom and the captioning or ASL at the same time. This is quickly learned in my opinion. I used captioning and was still able to keep my eye on everything that was going on.

Moreover, an interviewee offered a number of areas that he saw as impediments to communication for deaf and/or hard-of-hearing individuals. These include the sound and lighting of courtrooms, distance between participants in judicial proceedings, and physical barriers between participants in judicial proceedings. With respect to sound, for example, this interviewee observed, “Marble or slate floors and high ceilings provide poor sound. Sounds echo with tall ceilings. The courtrooms should be carpeted, the ceilings low, soundproof the walls to keep out echoes.” Moreover: “It’s hard to speech-read with poor lighting. The lighting should be easy on the eyes.” And: “It is easier to hear and speech-read (lip read) close up than far away. Counsel tables should be closer to the bench and the witness box should be in a place where it is easy to see the witness.” Finally, with respect to physical barriers between participants in judicial proceedings, this interviewee observed that there should be less distance. As he put it,

the wooden barrier forming the [witness] “box” is too high. Many courtrooms, especially the older ones, have an actual “box.” They are usually four sided, with an opening for ingress and egress. The box is made of wood, usually, and it is the height of the wood that is of concern. Some of these wooden boxes are so high that the judge’s vision of the witness is impaired, depending on the witness.

He added that he has “been in courtrooms where the witness box was so high, the judge could hardly see the witness from the bench.”

This particular interviewee was certain that all of these communication impediments could be remedied. He observed that having a court reporter who captions would go a long way toward solving the inability to understand communication. He added:

Having a top-notch ASL interpreter would do the same for those who sign. Infrared and loops in the courtroom for the hard-of-hearing judge would be great and certainly doable. Carpet the floor, bring the tables and bench closer together, remove the physical barriers that hinder eyesight and get a special soundproof wall—the same kind used by symphony orchestras—and the judge is in business.

## Issues Associated with Persons with Visual Impairment

The interviews revealed several issues in this category. These issues include access to ECF documents, machine-unreadable hand-written/scanned submissions, and Optical Character Recognition (OCR) of transmittals (e.g., Guide Transmittals on Ethics and Judicial Conduct) to judicial personnel with visual impairments. Interviewees emphasized that some of these can be minor, while others can be major. One interviewee, for example, found it to be minor when a single page (or short document) is written by hand and thus machine unreadable. This interviewee observed that coworkers frequently (and happily) read to him short documents that are not readable by a screen reader. But he finds it imposing to ask that of coworkers when it comes to long documents. In general, handwritten documents are problematic for persons with visual impairment. One interviewee suggested that the Judicial Conference think about how to handle handwritten documents as a uniform rule.

With respect to ECF documents, one interviewee, for example, noted: “When one files any document on ECF, the system ‘stamps’ the document with a header at the top listing the case number, document number, etc.” She added that: “This process—whatever it is—used to turn a previously accessible document into an inaccessible one.” Importantly, this interviewee provided a copy of a complaint in a case her office filed as fully accessible. She also sent me the stamped version that’s available on ECF (to both the court and the parties) that removes all of that accessibility—the screen reader can only read the header in the ECF version.

Regarding “used to turn a previously accessible document into an inaccessible one,” however, the interviewee informed me that she thought this may have since been fixed. She “looked at more recent examples” and thought “they’ve actually fixed this issue!” She provided the original filed version and the one that’s on ECF of a recent case that she was working on. The stamped version of this did not have the screen reader inaccessible issue. “Short answer: I think they may have actually fixed this problem, which is great!”

Other interviewees continue to have issues with Optical Character Recognition (OCR) of transmittals (e.g., Guide Transmittals on Ethics and Judicial Conduct) to judicial personnel. Such transmittals usually come with an embedded link to a PDF file that is not directly OCR compatible. And, depending on what browser one opens the file, and what screen reader one is using, the PDF file is inaccessible.

This problem usually arises when a document is first printed, then scanned, and then saved as a PDF file. The original document prepared in Word and saved as a PDF, for example, would be directly readable by a screen reader. The scanned PDF version, however, would not be OCR compatible and/or readable by a screen reader. To make the information in an image-only PDF accessible, one can use the PDF recognition features found in certain brands of OCR software. Alternatively, the OCR features of Adobe Acrobat Standard or Professional can be used to convert an image file to readable text. Here, the automatic OCR software in Acrobat is an easy fix when preparing a document for dissemination (See <https://acrobat.adobe.com/us/en/acrobat/how-to/ocr-software-convert-pdf-to-text.html>).

A related issue is documents submitted by individuals (e.g., attorneys) that are sometimes not accessible—because the attorney may have inadvertently filed an inaccessible document. A possible remedy to this might be courts adopting a uniform rule for how documents should be submitted.

The Second Circuit provides an excellent example of a uniform rule on how documents should be submitted via the CM/ECF System.<sup>74</sup> Its “Working With PDFs” ([http://www.ca2.uscourts.gov/clerk/case\\_filing/electronic\\_filing/how\\_to\\_use\\_cmecf/working\\_with\\_pdfs.html](http://www.ca2.uscourts.gov/clerk/case_filing/electronic_filing/how_to_use_cmecf/working_with_pdfs.html)) outlines Local Rule 25.1(c)(1), 25.1(e), 25.1(j)(3), 25.2(b)(2), 25.2(b)(3), and 27.1(a)(2). These rules require

a document filed in CM/ECF or submitted to the appropriate e-mail box upon the filing of a paper copy in pre-2010 cases to be in Portable Document Format (PDF). To upload a document to the CM/ECF system or submit the document to the appropriate e-mail box in PDF, a filer must have computer software that (1) enables a document’s conversion to PDF from a word processor format or (2) reads a scanned copy of a document and converts the image to PDF. Adobe Acrobat Standard or Professional is software that will enable either conversion. While Adobe Acrobat Reader works with the CM/ECF system, it offers read-only capabilities. The Court recommends Adobe Acrobat Standard or Adobe Acrobat Professional as either has writing capabilities that permit a filer to manipulate a PDF document and even perform some basic editing.

A PDF document filed in CM/ECF or submitted to the Court in addition to any required paper copy of a document must be text-searchable. Adobe Acrobat Standard or Adobe Acrobat Professional permits a filer to perform an Optimal Character Recognition (“OCR”) scan that will convert the document to a text-searchable format. The Court deems any PDF that is not text-searchable to be non-conforming, and the Court will return a PDF that is not text-searchable to a filer for resubmission.

A filer uploading a fillable PDF to NextGen CM/ECF must “flatten” the PDF before uploading. Flattening ensures that the document can be viewed on all devices, and prevents others from manipulating or editing the information.

A filer must also combine multiple PDFs into one PDF in certain instances, . . . alter a PDF’s pagination so that it matches the way the filer initially paginated the submitted document (i.e., make the page numbers properly text-searchable), and divide an oversized PDF for appropriate submission in CM/ECF. . . . Adobe Acrobat Standard or Adobe Acrobat Professional enables a user, among other things, to combine multiple separate PDFs into one PDF as required. Either program also permits necessary adjustment of a PDF’s default pagination which designates the first page of a document as Arabic number 1 and continues with sequential Arabic numbering even when the filer has paginated the document differently (e.g., when a filer paginates a brief’s table of contents and table of authorities with Roman numerals and argument sections in Arabic numerals). Either program also provides easy manipulation of a PDF so that it can be broken down when its file size is too large.

74. The site notes that: “The CM/ECF system accommodates Adobe Acrobat Version 5 and higher. If a user’s computer does not meet this software requirement, a filer can obtain Adobe Acrobat Reader, Adobe Acrobat Standard, or Adobe Acrobat Professional software from Adobe’s website [link provided].”

The site then gives instructions that “apply only to Adobe Acrobat Professional and Adobe Acrobat Standard.” It notes: “A filer who uses software other than Adobe Acrobat Professional or Standard to create a PDF must consult the software vendor for information on making the PDF text-searchable, combining the PDF with at least one other PDF, and appropriately paginating the PDF.” The site then provides links to information that provide instructions for completing each of the foregoing tasks:

- Creating a PDF from Word or WordPerfect ([http://www.ca2.uscourts.gov/clerk/case\\_filing/electronic\\_filing/how\\_to\\_use\\_cmecf/creating\\_a\\_PDF.html](http://www.ca2.uscourts.gov/clerk/case_filing/electronic_filing/how_to_use_cmecf/creating_a_PDF.html)).
- Making a PDF Text-Searchable ([http://www.ca2.uscourts.gov/clerk/case\\_filing/electronic\\_filing/how\\_to\\_use\\_cmecf/text\\_searchable\\_pdfs.html](http://www.ca2.uscourts.gov/clerk/case_filing/electronic_filing/how_to_use_cmecf/text_searchable_pdfs.html)).
- Flattening a fillable PDF ([http://www.ca2.uscourts.gov/clerk/case\\_filing/electronic\\_filing/how\\_to\\_use\\_cmecf/flattening\\_pdf.html](http://www.ca2.uscourts.gov/clerk/case_filing/electronic_filing/how_to_use_cmecf/flattening_pdf.html)).
- Combining multiple PDFs into a single PDF ([http://www.ca2.uscourts.gov/clerk/case\\_filing/electronic\\_filing/how\\_to\\_use\\_cmecf/combining\\_multiple\\_pdfs\\_into\\_a\\_single\\_pdf.html](http://www.ca2.uscourts.gov/clerk/case_filing/electronic_filing/how_to_use_cmecf/combining_multiple_pdfs_into_a_single_pdf.html)).
- Paginating a PDF ([http://www.ca2.uscourts.gov/clerk/case\\_filing/electronic\\_filing/how\\_to\\_use\\_cmecf/paginating\\_a\\_pdf.html](http://www.ca2.uscourts.gov/clerk/case_filing/electronic_filing/how_to_use_cmecf/paginating_a_pdf.html)).
- Dividing an oversized PDF ([http://www.ca2.uscourts.gov/clerk/case\\_filing/electronic\\_filing/how\\_to\\_use\\_cmecf/dividing\\_a\\_pdf.html](http://www.ca2.uscourts.gov/clerk/case_filing/electronic_filing/how_to_use_cmecf/dividing_a_pdf.html)).

### **The Underrepresentation of Persons with Disabilities, Especially Judges, in the Judiciary**

Virtually all interviewees expressed concern with the underrepresentation of persons with disabilities in the judiciary. A quick search of the number of blind/visually impaired judges in the United States, for example, revealed only two currently serving at the federal level, and an additional two serving at the state level. The Honorable David Tatel is currently a judge with the U.S. Court of Appeals for the D.C. Circuit, and the Honorable Eric N. Vitaliano is a senior judge with the U.S. District Court for the Eastern District of New York. A third federal judge, the Honorable Richard Conway Casey, U.S. District Court for the Southern District of New York, was visually impaired but died in 2007. The two blind/visually impaired judges currently serving at the state level are Judge Peter J. O’Donoghue of the New York State Supreme Court, and Justice Richard Bernstein with the Michigan Supreme Court.

And when it comes to deaf and/or hard-of-hearing judges, the statistics are particularly low. An interviewee with the National Association of the Deaf (NAD) noted that they “are not aware of any persons who were deaf from birth or childhood becoming a judge in the United States at any time in history.” Rather, “the judges we know of that are deaf or hard of hearing either acquired their deafness later in life or were hard of hearing throughout their life rather than deaf.” And that “[t]o the best of our knowledge, there are two well-known late-deafened or hard of hearing judges that recently retired.” These include retired Judge Richard S. Brown, Wisconsin Court of Appeals, and retired Judge Charles W. Ray, Jr., superior court judge for the 4th Judicial District of Alaska.

The interviewee with NAD added that they

have asked Judge Brown (who is now the President of the Association of Late Deafened Adults [ALDA]) about other deaf/hard of hearing judges, and his answer was that there were a few (probably not much more than a handful) but all the ones he knew have all retired or left the bench. He is not aware of any deaf or hard of hearing persons currently serving as a judge.” This interviewee added that they (NAD) “believe all of these judges served at the state or local level, and that there ha[s] never been a self-identified deaf or hard of hearing judge at the federal level.

On the underrepresentation of persons with disabilities in the judiciary, a judge interviewee observed:

I think that the individual states need to do more to encourage people with disabilities, such as hearing loss or deafness, to apply for judgeships. Too many people assume that a deaf person cannot be a judge because of the impediment. The more the public sees successful deaf and hard of hearing judges, the less this will continue to be a problem.

Another interviewee observed that there are upwards of 500 judgeships in Arizona. And yet there are only three judges with physical disabilities. This interviewee also brought up the issue of the pipeline of individuals going to school to become lawyers and ultimately judges. He observed that few in this pipeline are persons with disabilities, and that effort should be made to increase the number of persons with disabilities in this pipeline.

## Other Issues

Other issues that came up in the interviews include the limited knowledge and familiarity with the types of assistive technology available and how they can be used, attitudinal impediments, and the cautionary note that barriers to access are as varied as the types of disabilities individuals have. With respect to assistive technology in the courtroom, one interviewee noted:

If the participant is deaf, then C.A.R.T. (Computer Assisted Real-time Technology) is essential. If the person has a visual disability, then text-to-speech is important—if there are documents that come into the record. If the participant has an ambulatory disability, then doors which open by pushing a button are important.

A related issue with the underrepresentation of persons with disabilities in the judiciary that some interviewees emphasized is attitudinal barriers. Several interviewees noted this to be the main barrier. Here, “attitudinal” refers to public attitudes towards persons with disabilities in the judiciary.

One interviewee with a speech impairment, for example, observed that, in public opinion surveys, some have expressed that he is difficult to understand. He attributes this sentiment to the limited interactions that people have with persons who are judges with disabilities, for example.

Here again, the presence of more individuals with disabilities in the judiciary can provide an important remedy.

Several suggestions for improvement emerged from the foregoing. Some of these suggestions are outlined immediately below.

## Key Suggestions

### A Process that Leads to More Nomination of Qualified People with Disabilities in Judgeships

As noted above, one interviewee thought that the individual states need to do more to encourage people with disabilities, such as hearing loss or deafness, to apply for judgeships. Another interviewee suggested the federal judiciary consider having a process that leads to more nomination of qualified people with disabilities in judgeships. Yet another interviewee suggested the need for programs that help increase the number of people with disabilities in the pipeline of individuals going to school to become lawyers and ultimately judges.

### Having an Accessibility Coordinator Central in the Judiciary that One Could Talk to for Advice, Guidance, and Recommendations

One interviewee, for example, made the following observations:

In State courts, [an] ADA coordinator on the state level, one well versed in the accommodations available and the cost involved, should be available to help county ADA coordinators to do each specific job. The judges should be able to get help by only having to make one phone call. So, e.g., when the court is informed that an accommodation will be needed on certain date, the court need only call the county ADA coordinator. The county ADA coordinator should bring in the state coordinator if he or she does not have the resources available to take care of the problem. At the federal level, the ADA does not apply. Still, the clerks should be well aware of the accommodations available and act just as a state ADA coordinator would.

### Courts Adopting a Uniform Rule for How Documents Should Be Submitted

An excellent example of this is the Second Circuit submission procedure detailed above.

## Continual Judicial Education on Issues of Accessibility

Interviewees emphasized that this should include programs aimed at increasing knowledge and familiarity with the types of assistive technology available and how they can be used. The observations of a judge interviewee are typical:

There must be continuing efforts to educate the judges and hold these judges accountable. I would like to see judicial ethics rules amended so that judges face suspension or public reprimand if they don't provide accommodations without good cause. I believe judicial education should have refresher courses every few years as a reminder of the importance of the providing accommodations to those with disabilities. They should be plenary sessions, not break outs. And attendance should be required.

## A Proactive Approach to Accessibility

For example, in total, to date there have been about 140 ad hoc and special committees of the Judicial Conference that have been in place at one time or another since its inception in 1922 (See <https://www.fjc.gov/history/administration/judicial-conference-united-states-committees-chronological>). To the knowledge of interviewees, none has been dedicated to disabilities and access to the courts. Accordingly, it is suggested that the Judicial Conference consider having a committee on accessibility, or incorporating issues of access as part of the tasks of one of the already established committees.

Another suggestion is a more proactive approach to building architecture. One visually impaired interviewee, for example, would like to see more uniformity in flooring/building layouts. He suggests a more utilitarian approach to architecture—one that emphasizes the utility of the feature of a building rather than its aesthetic appeal. This interviewee, for example, noted that for a long time he had issues with identifying the steps of the courthouse building in which he works. Presumably the steps were initially designed for aesthetic appeal. But this made it difficult to differentiate one step from another. This issue persisted for him until yellow edgings were added to the steps.

## Conclusion

This report detailed results from three main studies on the federal judiciary. The first of these examined legal and judiciary policy underpinnings of disability and access to courts. And, in doing so, it found a broad scope of applicability of legal mandates to state and local courts that do not apply to federal courts. It also found a specific set of statutory provisions delimited to a specific set of accessibility issues applying to federal courts. Finally, Judicial Conference statements on disability and access examined are reported to be sharply demarcated to a specific set of accessibility issues, that is, “communication disabilities” and accommodations in employment.

This report also detailed a study of the homepages of the federal judiciary, using available technology to assess web accessibility. The web accessibility evaluations were reported to reveal detected instances of a narrow set of accessibility issues, including scripts with no accompanying functional text, images/server-side image maps with no text equivalents/descriptors, and inaccessible forms. Reported content analysis of existing website accessibility pages and policy statements (when available) suggest a high degree of variation, with some being exceptionally detailed and informative, and some less so. A key limitation noted is that the study was cross-sectional and findings limited to a specific time period.

Finally, the report detailed results from interviews (face-to-face, phone, and email) with some relevant stakeholders aimed at surveying perspectives on accessibility of courts. Here, it was reported that a general consensus from interviews of federal judicial employees with disabilities is an overall welcoming and accommodating working environment, with coworkers that are very helpful. Some key issues reported from these interviews include (1) concerns about the underrepresentation of persons with disabilities, especially judges, in the judiciary; (2) limited knowledge and familiarity with the types of assistive technology available and how they can be used; (3) communication barriers for hard-of-hearing and/or deaf individuals; (4) difficulties in accessing documents by persons with vision impairments; and (5) attitudinal impediments. The report emphasized that barriers to access are as varied as the types of disabilities individuals have. Finally, several suggestions from interviewees were noted, including (1) the need for a process that leads to increased nomination of qualified people with disabilities in judgeships; (2) the need for continual judicial education on issues of accessibility; (3) the need for a uniform rule for how documents should be submitted; (4) a proactive approach to accessibility; and (5) the need for a centralized accessibility coordinator for advice, guidance, and recommendations.

## References and Suggested Readings

- Albrecht, G. & Verbrugge, L. (2000). "The Global Emergence of Disability." In *Handbook of Social Studies in Health and Medicine*, 293–307. SAGE Publications Ltd, London.
- Anderson, J. & Rainie, L. (2014). "Digital Life in 2025." Pew Research Center Survey, available at <http://www.pewinternet.org/2014/03/11/digital-life-in-2025/>.
- Blake, S. (2000). "Universal Access, the ADA, and Your Library Web Page." *Arkansas Libraries* 57(1), 19–24.
- Bleyer, K., McCarty, K.S., & Wood, E. (1995). "Access to Jury Service for Persons with Disabilities." *Mental and Physical Disability Law Reporter* 19, 249–54.
- Brault, M.W. (2012). "Americans With Disabilities: 2010." *Current Population Reports*, Report Number P70-131, U.S. Census Bureau, Washington, DC. Available at <https://www.census.gov/data/tables/2010/demo/disability/p70-131.html>.
- Bray, M. (2001). "Accessibility of Schools and Colleges of Education Home Pages for Individuals with Disabilities." ERIC Document (EDRS), ED 462960, 1–14.
- Bray, M. & Flowers, C.P. (2002). "School District Websites: An Accessibility Study." In D.A. Willis, J. Price, & N. Davis (eds.), *Information Technology & Teacher Education Annual: Proceedings of SITE 2002*, 365–66. Norfolk, VA: Association of Advancement of Computers in Education.
- Bray, M., Flowers, C., & Algozzine, R. (2001). "Community Colleges World Wide Web Home Pages: Accessibility and Design." In W. Fowler and J. Hasebrook (eds.), *Proceedings of WebNet 2001—World Conference on the WWW and Internet*, 107–10. Norfolk, VA: Association of Advancement of Computers in Education.
- Bray, M., Flowers, C., & Gibson, P. (2003). Accessibility of School Districts' Web Sites: A Descriptive Study. *Information Technology in Childhood Education Annual* 2003(1), 209–21.
- Bray, M., Flowers, C.P., Smith, S., & Algozzine, R. (2003). "Accessibility of Elementary Schools' Web Sites for Students with Disabilities." *Education* 123(4), 815–30.
- Cappel, J.J. & Huang, Z. (2007). "A usability analysis of company websites." *Journal of Computer Information Systems* 48(1), 117–23.
- Charmatz, M. & McRae, A. (2003). "Access to the Courts: A Blueprint for Successful Litigation under the Americans With Disabilities Act and the Rehabilitation Act." *Maryland's Law Journal on Race, Religion, Gender, and Class* 3, 333–70.
- Comeaux, D. & Schmetzke, A. (2007). "Web Accessibility Trends in University Libraries and Library Schools." *Library Hi Tech* 25(4), 457–77.
- Cress, C., Grindstaff, J.N., & Malloy, S.E. (2006). "Mental Health Courts and Title II of the ADA: Accessibility to State Court Systems for Individuals with Mental Disabilities and the Need for Diversion." *St. Louis University Public Law Review* 25, 307–50.
- Ellison, J. (2004). "Assessing the Accessibility of Fifty United States Government Web Pages: Using Bobby to Check on Uncle Sam." *First Monday* 9(7). Available at <https://journals.uic.edu/ojs/index.php/fm/article/view/1161/1081/1081>.
- Evans-Cowley, J.S. (2006). "The accessibility of municipal government websites." *Journal of E-Government* 2(2), 75–90.
- Fagan, J. & Fagan, B. (2004). "An Accessibility Study of State Legislative Websites." *Government Information Quarterly* 21, 65–85.
- Flowers, C.P., Bray, M., Furr, S., & Algozzine, R.F. (2002). "Accessibility of Counseling Education Programs' Web Sites for Students with Disabilities." *Journal of Technology in Counseling* 2 (2).
- Flowers, C.P., Bray, M., & Algozzine, R.F. (2001). "Content Accessibility of Community College Web Sites." *Community College Journal of Research and Practice* 25, 475–85.
- Flowers, C.P., Bray, M., Furr, S., & Algozzine, R.F. (2000). "Accessibility of Schools and Colleges of Education Home Pages for Students with Disabilities." *College Student Journal* 34(4), 550–56.
- Flowers, C.P., Bray, M., Furr, S., & Algozzine, R.F. (1999). "Accessibility of Special Education Program Home Pages." *Journal of Special Education Technology* 14(2), 21–26.

- Guthrie, S.A. (2000). "Making The World Wide Web Accessible to All Students." *Journalism and Mass Communication Educator* 55(1), 14–23.
- Gutierrez, C.F. & Long, N.M. (2001–2002). "Web Site Accessibility of AACSB-Accredited Universities: Meeting the Requirements of the Law(s)." *Journal of Educational Technology Systems* 30(1), 69–84.
- Hackett, S., Parmento, B., & Zeng, X. (2004). "Accessibility of Internet Websites Through Time (ASSETS)." *Proceedings of the ACM Conference on Accessible Technology*, 32–39.
- Hinn, M.M. (1999). "Evaluating the Accessibility of Web-Based Instruction for Students with Disabilities." *Proceedings of Selected Research and Development*. Papers presented at the National Convention of the Association for Educational Communications and Technology [AECT] (Houston, TX, Feb. 10–14, 1999), ed. Kristin E. Sparks and Michael Simonson. ERIC: ED436128.
- Hitlin, P. (2018). "Internet, Social Media Use and Device Ownership in U.S. Have Plateaued After Years of Growth." Pew Research Center Survey, available at <https://www.pewresearch.org/fact-tank/2018/09/28/internet-social-media-use-and-device-ownership-in-u-s-have-plateaued-after-years-of-growth/>.
- Hudson, D.L. (2004). "Disabled Can Sue for Courthouse Access." 3 No. 20 ABA J. E-Report 1.
- Irwin, M.M. & Gerke, J.D. (2004). "Web-Based Information and Prospective Students with Disabilities: A Study of Liberal Arts Colleges." *EDUCAUSE Quarterly* 27(4), 51–59.
- Jackson-Sanborn, E., Odess-Harnish, K., & Warren, N. (2002). "Website Accessibility: A Study of Six Genres." *Library Hi Tech* 20(3), 308–17.
- Jackson-Sanborn, E., Odess-Harnish, K., & Warren, N. (2001). "Website Accessibility: A Study of ADA Compliance." *Technical Reports*. School of Information and Library Science, University of North Carolina—Chapel Hill. Available at <https://sils.unc.edu/sites/default/files/general/research/TR-2001-05.pdf>.
- Jaeger, P.T. (2009). "Persons with disabilities and intergenerational universal usability." *Interactions* 16(3), 66–67.
- Jaeger, P.T. (2008). "User-Centered Policy Evaluations of Section 508 of the Rehabilitation Act: Evaluating E-Government Web sites for Accessibility for Persons with Disabilities." *Journal of Disability Policy Studies* 19(1), 24–33.
- Jaeger, P. (2006a). "Assessing Section 508 Compliance on Federal E-Government Websites: A Multi-Method, User-Centered Evaluation of Accessibility for Persons with Disabilities." *Government Information Quarterly* 23(2), 169–90.
- Jaeger, P. (2006b). "Telecommunications Policy and Individuals with Disabilities: Issues of Accessibility and Social Inclusion in the Policy and Research Agenda." *Telecommunications Policy* 30(2), 112–24.
- Jaeger, P.T. (2003). "The Importance of Measuring the Accessibility of the Federal E-Government: What Studies Are Missing and How These Issues Can Be Addressed." *Information Technology and Disabilities* 9(1).
- Jones, M. (1997). "And Access for All: Accommodating Individuals with Disabilities in the California Courts." *University of San Francisco Law Review* 32, 75–103.
- Kaplan, K. (2013). "Will Virtual Courts Create Courthouse Relics?" *Judges' Journal* 52(2), 32–35.
- Kester, D. (1999). "Measuring the Sight of Your Web Site." *North Carolina Libraries* 57(3), 114–17.
- Larson, D.A. (2014). "Access to Justice for Persons with Disabilities: An Emerging Strategy." *Laws* 3(2), available at <https://ssrn.com/abstract=2442534>.
- Lazar, J. (2006). *Web Usability: A User-Centered Design Approach*. Boston: Pearson.
- Lazar, J., Beavan, P., Brown, J., Coffey, D., Nolf, B., Poole, R., Turk, R., Waith, V., Wall, T., Weber, K., & Wenger, B. (2010). "Investigating the Accessibility of State Government Websites in Maryland." In P. Langdon, P. Clarkson, & P. Robinson (eds.), *Designing inclusive interactions—Proceedings of the 2010 Cambridge Workshop on Universal Access and Assistive Technology*, 69–78. London: Springer-Verlag.
- Lazar, J. Dudley-Sponaugle, A., & Greenridge, K. (2004). "Improving Web Accessibility: A Survey of Webmaster Perceptions." *Computers in Human Behavior* 20(2), 269–88.
- Lazar, J. & Greenridge, K. (2006). "One Year Older, but Not Necessarily Wiser: An Evaluation of Home Page Accessibility Problems Over Time." *Universal Access in the Information Society* 4(4), 285–91.

- Lazar, J. & Jaeger, P.T. (2011). "Reducing barriers to online access for people with disabilities." *Issues in Science and Technology* 17(2), 68–82.
- Lazar, J., Jaeger, P.T., & Bertot, J.C. (2010). "Persons with Disabilities and Physical and Virtual Public Library Settings." In J.C. Bertot, P.T. Jaeger, and C.R. McClure (eds.), *Public Libraries and the Internet: Roles, Perspectives, and Implications*, 177–89. Westport, Conn.: Libraries Unlimited.
- Lazar, J. & Olalere, A. (2011). "Investigation of Best Practices for Maintaining Section 508 Compliance in U.S. Federal Web Sites." In C. Stephanidis (ed.), *Universal Access in Human-Computer Interaction, Part I, HCI International 2011*, 498–506. Heidelberg: Springer.
- Lazar, J. & Wentz, B. (2011). "Separate But Unequal: Web Interfaces for People with Disabilities." *User Experience* 10(3), available at [http://www.upassoc.org/upa\\_publications/user\\_experience/past\\_issues/2011-3.html](http://www.upassoc.org/upa_publications/user_experience/past_issues/2011-3.html).
- Letourneau, C. (2003). "Accessible Web Design—A Definition." Available at <http://www.starlingweb.com/webac.htm>.
- Lilly, E.B. & van Fleet, C. (2000). "Measuring the Accessibility of Public Library Home Pages." *Reference & User Services Quarterly* 40(2), 156–63.
- Lilly, E.B. & van Fleet, C. (1999). "Wired But Not Connected: Accessibility of Academic Library Home Pages." *The Reference Librarian* 67/68, 5–28.
- Linnell, B. & Wieck, C. (2012). "Access to Justice: The Impact of Federal Courts on Disability Rights." *Federal Lawyer* 59(10), 48–53.
- Lipowicz, A. (2010). "Government 2.0: Federal Websites Chided for Accessibility, Usability Issues." *Government Computer News*. Available at: <https://washingtontechnology.com/blogs/gov-2/2010/07/federal-web-sites-in-spotlight-for-accessibility-usability.aspx>.
- Loiacono, E.T. & McCoy, S. (2006). "Website Accessibility: A Cross-Sector Comparison." *Universal Access in the Information Society* 4(4), 393–99.
- Loiacono, E.T. & McCoy, S. (2004a). "Web Site Accessibility: An Online Sector Analysis." *Information Technology & People* 17(1), 87–101.
- Loiacono, E.T. & McCoy, S. (2004b). "Charity Begins at the Homepage: Providing Access to the Web for People with Disabilities." *Communications of the Association for Information Systems*, 13 article 29, available at <https://pdfs.semanticscholar.org/93d5/5a1c0036167ff9d597b7299f35b49a5fa4c3.pdf>.
- Loiacono, E.T., McCoy, S., & Chin, W. (2005). Federal Website Accessibility for People with Disabilities. *Information Technology Professional* 7(1), 27–31.
- Loiacono, E.T., Romano, N.C. Jr., and McCoy, S. (2009). "The State of Corporate Website Accessibility." *Communications of the ACM* 52 (9), 128–32.
- Mankoff, J., Fait, H., & Tran, T. (2005). "Is Your Web Page Accessible? A Comparative Study of Methods for Assessing Web Page Accessibility for the Blind." *Proceedings of the ACM Conference on Human Factors in Computing Systems*, 41–50.
- Mates, B. (1999). "Adaptive Technology for the Internet: Making Electronic Resources Accessible to All." Chicago: American Library Association. Available at <https://www.independentliving.org/docs6/mates2000.html>.
- Metts, R.L. (2000). "Disability Issues, Trends, and Recommendations for the World Bank." Washington DC: World Bank.
- Office of Management and Budget (2009). "Open Government Directive." Washington, DC.
- Office of Management and Budget (2010). "Improving the Accessibility of Government Information." Washington, DC.
- Olalere, A., & Lazar, J. (2011). "Accessibility of U.S. Federal Government Home Pages: Section 508 Compliance and Site Accessibility Statements." *Government Information Quarterly* 28(3), 303–9.
- Paciello, M.G. (2000). *Web Accessibility for People with Disabilities*. Lawrence, Kan.: CMP Books.
- Pant, N., McAnnany, K., & Belluscio, M. (2015). "Ensuring Equal Access to Courthouses for People with Disabilities." New York Lawyers for the Public Interest, available at [www.nylpi.org](http://www.nylpi.org).
- Peryea, A. & Ellington, A. (2006). "Ensuring Equal Access to the Courts of People with Disabilities." *Washington State Bar News* 60, 18.

- Potter, A. (2002). "Accessibility of Alabama Government Web sites." *Journal of Government Information* 29(5), 303–17.
- Prescott, J.J. (2017). "Improving Access to Justice in State Courts with Platform Technology." *Vanderbilt Law Review* 70, 1993–2050.
- Price, G. & Sherman, C. (2001). *The Invisible Web: Uncovering Information Sources Search Engines Can't See*. Medford, N.J.: CyberAge Books.
- Providenti, M. (2004). "Library Web Accessibility at Kentucky's 4-Year Degree Granting Colleges and Universities." *D-Lib Magazine* 10(9). Available at <http://www.dlib.org/dlib/september04/providenti/09providenti.html>.
- Providenti, M. & Zai, R. III. (2007). "Web Accessibility at Kentucky's Academic Libraries." *Library Hi Technology* 25(4), 478–93.
- Rubaii-Barrett, N. & Wise, L. (2008). "Disability access and e-government: An empirical analysis of state practices." *Journal of Disability Policy Studies* 19(1), 52–64.
- Russell, C. (2003). "Access to Technology for the Disabled: The Forgotten Legacy of Innovation." *Information & Communications Technology Law* 12(3), 237–246.
- Schmetzke, A. (2001a). "Web Accessibility at University Libraries and Library Schools." *Library Hi Technology* 19(1), 35–49.
- Schmetzke, A. (2001b). "Online Distance Education—'Anytime, Anywhere' But Not for Everyone." *Information Technology and Disabilities* 7(2), available at <http://itd.athenpro.org/volume7/number2/axel.html>.
- Schmetzke, A. (2003). "Web Accessibility at University Libraries and Library Schools: 2002 Follow-up Study." In Mary Hricko (ed.), *Design and Implementation of Web-Enabled Teaching Tools*, 145–89. Hershey, PA: Idea Group Publishing.
- Schwartz, K.S. (2005). "Applying Section 5: Tennessee v. Lane and Judicial Conditions on the Congressional Enforcement Power." *Yale Law Journal* 114, 1133–75.
- Scott, J.K. (2005). "Assessing the Quality of Municipal Government Web Sites." *State and Local Government Review* 37(2), 151–65. doi:10.1177/0160323X0503700206.
- Showers, G.N.L. (2002). "The State of Federal Websites: The Pursuit of Excellence." Washington, DC: IBM Endowment for the Business of Government. Available at <http://www.businessofgovernment.org/sites/default/files/FederalWebsites.pdf>.
- Spindler, T. (2002). "The Accessibility of Web Pages for Mid-Sized College and University Libraries." *Reference & User Services Quarterly* 42(2), 149–54.
- Stewart, R., Narendra, V., & Schmetzke, A. (2005). "Accessibility and Usability of Online Library Databases." *Library Hi Technology* 23(2), 265–86.
- Tam, D. (2018). "Digital Accessibility for Law Firms: Why Lawyers Need to Prioritize Accessibility." Available at <https://www.biggerlawfirm.com/digital-accessibility-for-law-firms/>.
- Thompson, T., Burgstahler, S., & Comden, D. (2003). "Research on Web Accessibility in Higher Education." *Information Technology and Disabilities* 9(2). Available at <http://itd.athenpro.org/volume9/number2/thompson.html>.
- Udell, D. & Diller, R. (2007). "Access to Justice: Opening the Courthouse Door." Brennan Center for Justice White Paper, New York University School of Law.
- U.S. Census Bureau (2008). "Americans With Disabilities 2005: Household Economic Studies." Available at <http://www.census.gov/prod/2008pubs/p70-117.pdf>.
- U.S. Department of Justice (2010). Civil Rights Division 508 Home page. World Wide Web Consortium 2010. Web Content Accessibility Guidelines Overview.
- Wentz, B., Jaeger, P.T., & Lazar, J. (2011). "Retrofitting Accessibility: The Legal Inequality of After-The-Fact Online Access for Persons with Disabilities in the United States." *First Monday* 16 (11). Available at <https://journals.uic.edu/ojs/index.php/fm/article/view/3666/3077>.
- Wentz, B. & Lazar, J. (2011). "Are Separate Interfaces Inherently Unequal? An Evaluation with Blind Users of the Usability of Two Interfaces for a Social Networking Platform." *iConference '11: Proceedings of the 2011 iConference*, 91–97.

# Appendix 1

## List of Relevant Statutes, Federal Regulations, and Judicial Conference Policies

### List of Relevant Statutes

28 U.S.C. §§ 1827 and 1828. Court Interpreters Act: this act governs access to federal courts for deaf, hard-of-hearing, and speech-impaired individuals.

28 U.S.C. § 1920(6). Taxation of costs: the assessment of interpreting cost to a losing party; interpreters as a cost to assess.

42 U.S.C. §§ 4151–4157. This statute mandates removal of architectural and communication barriers in buildings and facilities that are constructed or altered with federal funds.

29 U.S.C. § 794. “Nondiscrimination under Federal grants and programs.”

29 U.S.C. § 794d. “Electronic and Information Technology.” Section 508 of the Rehabilitation Act of 1973.

5 U.S.C. § 3102 (as recently amended by section 311 of Public Law No. 106-518, the Federal Courts Improvement Act of 2000). “Employment of personal assistants for handicapped employees, including blind and deaf employees.” This act authorized the appointment (and payment) of personal assistants for judicial employees with disabilities.

28 U.S.C. § 331. Based on a statute enacted in 1922, this statute established the Judicial Conference of the United States as the national administrative policy-making body of the federal judiciary. It provides a key statutory foundation for federal judiciary policy making.

28 U.S.C. § 332. This statute established the Circuit Judicial Council in 1939 as a parallel body at the circuit level. It comprises the chief circuit judge and equal numbers of circuit and district judges.

28 U.S.C. § 2071–2077. These sections comprise a chapter entitled “Rules of Courts,” providing a statutory basis for judicial rule making.

28 U.S.C. § 601. Established the Administrative Office of the U.S. Courts (AO) as the administrative wing of the federal judiciary, which is overseen by the Judicial Conference of the United States. By statute, the AO is supervised by a director and a deputy director appointed and subject to removal by the Chief Justice of the United States.

Pub. L. No. 100-259 (as codified in 20 U.S.C. § 1687). The Civil Rights Restoration Act of 1987. Amended various civil rights statutes, including section 504, by defining the term “program or activity” to mean “all of the operations of . . . a department, agency . . . or other instrumentality of a State or of a local government.” (See also 29 U.S.C. § 794(b)(1)(a).)

Pub. L. No. 110-325. The ADA Amendments Act of 2008 (ADAAA) revised the definition of “disability” to more broadly encompass impairments that substantially limit a major life activity. It also clarified who is covered by the law’s civil rights protections.

42 U.S.C. §§ 12101–12213 (Pub. L. No. 101-336, 104 Stat. 327 (1990)). The 1990 Americans with Disabilities Act (ADA). This act broadened the anti-discrimination mandate of section 504 to five areas:

- Title I, 42 U.S.C. §§ 12111–12117, “Employment.”
- Title II, 42 U.S.C. §§ 12131–12165, “Public Services.”
- Title III, 42 U.S.C. §§ 12181–12189, “Public Accommodations and Services Operated by Private Entities.”
- Title IV, 47 U.S.C. § 225 (and amending 47 U.S.C. § 611), “Telecommunications Services.”
- Title V, 42 U.S.C. §§ 12201–12213, “Miscellaneous Provisions.”

Pub. L. No. 111-260, 124 Stat. 2751 (2010) (as codified in various sections of 47 U.S.C.), the Twenty-First Century Communications and Video Accessibility Act of 2010. Requires advanced communications services and products to be accessible by individuals with disabilities.

### **List of Relevant Federal Regulations**

Electronic and Information Technology Accessibility Standards, 36 C.F.R. Part 1194.

Telecommunications Act Accessibility Guidelines, 36 C.F.R. Part 1193.

Accessibility Guidelines for Buildings and Facilities (State and Local Government Facilities), 36 CFR Part 1191.

Regulations incorporating the statutory changes to the ADA set forth in the ADA Amendments Act of 2008 (ADAAA), which took effect on January 1, 2009, 28 CFR Parts 35 and 36.

Auxiliary Aids and Services, 28 C.F.R. §§ 35.104 and 36.303(b).

Policies and Procedures for Nondiscrimination and Equal Employment, 28 C.F.R. §§ 42.501–.540.

### **List of Relevant Judicial Conference Policies**

JCUS-SEP 18, pp. 29–30 (updating Model EDR Plan).

JCUS-MAR 01, pp. 18–19, 25–26 (Reasonable Accommodation for Employees with Disabilities).

JCUS-MAR 98, p. 23 (Personal Assistance for Individuals with Disabilities).

JCUS-MAR 97, p. 28 (adopting Model Employment Dispute Resolution (EDR) Plan).

JCUS-SEP 95, p. 75 (Services to Persons with Communications Disabilities).

JCUS-SEP 94, p. 50 (Sign Language Interpreters).

JCUS-MAR 10, p. 20 (adopting Model EDR Plan).

JCUS-SEP 86, pp. 57–58 (amending 1980 EEO Plan).

JCUS-MAR 80, p. 5 (adopting Model Equal Employment Opportunity (EEO) Plan).

JCUS-SEP 79, p. 58 (reaffirmation of 1966 resolution endorsing a national policy of a positive program for equal opportunity of employment).

JCUS-SEP 66, p. 62 (endorsement of AO national policy of a positive program for equal opportunity of employment).

### **List of Relevant Guide to Judicial Policy Content**

Guide to Judiciary Policy, Vol. 5, Ch. 2, § 255, “Services to the Hearing Impaired and Others with Communication Disabilities.”

Guide to Judiciary Policy, Vol. 12, Ch. 2, § 260, “Personal Assistants for Individuals with a Disability.”

### **List of Relevant Administrative Office of the U.S. Courts (AO) Memos**

April 12, 1996, Memorandum entitled, “Services to Persons with Communication Disabilities.”

## Appendix 2

### Current Case Law

#### ***Tennessee v. Lane*, 541 U.S. 509 (2004)**

In 2004, the U.S. Supreme Court ruled that Tennessee could be sued for damages under Title II of the ADA for failing to provide access to the courts for people with disabilities. With this ruling, the court affirmed the constitutionality of Title II of the ADA “as it applies to the class of cases implicating the fundamental right of access to the courts.” In his majority opinion, Justice John Paul Stevens wrote that Title II “seeks to enforce a variety of other basic constitutional guarantees, infringements of which are subject to more searching judicial review.” These other guarantees included the right of access to courts protected by the due process clause of the Fourteenth Amendment.

#### **Case Background, Legal Briefs, and Opinion**

[www.oyez.org/cases/2000-2009/2003/2003\\_02\\_1667](http://www.oyez.org/cases/2000-2009/2003/2003_02_1667)

#### **Case Syllabus**

[www.law.cornell.edu/supct/html/02-1667.ZS.html](http://www.law.cornell.edu/supct/html/02-1667.ZS.html)

#### **Supreme Court Opinion**

[www.law.cornell.edu/supct/html/02-1667.ZO.html](http://www.law.cornell.edu/supct/html/02-1667.ZO.html)

#### ***Tennessee v. Lane*: The Legal Issues and the Implications for People with Disabilities (Policy briefing paper from the National Council on Disability (2003))**

[www.ncd.gov/publications/2003/Sept42003](http://www.ncd.gov/publications/2003/Sept42003)



## Appendix 3

### Sample Web Evaluation Tools

The list below is offered as a sample of the many, some freely available, web evaluation tools for assessing accessibility. The listed web evaluation tools are some of the frequently used software programs or online services that can be used to determine if the content of a website meets accessibility guidelines like Section 508 Guidelines or WCAG (Web Content Accessibility Guidelines). Any accessibility warnings are shown in a generated report that some tools accompany with an annotated version of the website and recommendations on how to resolve them. A more inclusive list is given at the W3C website noted below.

#### A11Y Color Contrast Evaluator by A11Y Company (Version 5.8, Released 2017-Dec-17)

<https://color.ally.com/?wc3>

“A free website compliance tool that displays the color contrast issues of a web page per WCAG Guidelines. The results display color combinations that fail the contrast checkpoints and provide specific recommendations on how to fix the issue to become compliant.” (Excerpted from <http://www.w3.org/WAI/ER/tools/>)

#### Accessibility Valet

<http://valet.webthing.com/access/url.html>

In free mode, this tool allows the user to check one URL at a time. It also allows for unlimited use with a paid subscription.

#### Accessible Email by Measuremail (Version 1, Released 2016-Jan-01)

<http://www.accessible-email.org/>

“Accessible-email.org is specifically focused on email and email-HTML. It offers a pragmatic and fast insight into accessibility features which are best applicable in email.” (Excerpted from <http://www.w3.org/WAI/ER/tools/>)

#### AChecker—Accessibility Checker

<https://achecker.ca/checker/>

An open source accessibility evaluation tool developed in 2009 by the Inclusive Design Research Centre (formerly known as the Adaptive Technology Resource Centre) of the University of Toronto, this tool is freely available for use online.

#### Acrobat XI Pro by Adobe

<http://www.adobe.com/products/acrobat/pdf-accessibility-wcag-508-compliance-standards.html>

“Adobe Acrobat XI Pro includes accessibility checking tools which can identify many accessibility issues in PDF documents and also provides capabilities to address the identified issues.” (Excerpted from <http://www.w3.org/WAI/ER/tools/>).

#### Callas pdfGoHTML (Version 1.1.013, Released 2013-Nov-15)

<https://www.callassoftware.com/en/products/pdfgohtml>

“pdfGoHTML is a free Acrobat Plug-in converting tagged PDF files into HTML supporting the ISO PDF/UA standard for universally accessible PDF documents and forms. One simple click on the plug-in button converts the tagged PDF into HTML that is opened in the default browser.” (Excerpted from <http://www.w3.org/WAI/ER/tools/>).

### **The Compliance Sheriff Cynthia Says portal**

<http://www.cynthiasays.com/>

A joint education and outreach project of Compliance Sheriff, ICDRI, and the Internet Society Disability and Special Needs Chapter, this tool is freely available for WCAG 2.0 and Section 508 Web Accessibility evaluations. “It helps users identify errors in their Web content related to Section 508 standards and/or the WCAG guidelines for Web accessibility. Cynthia Says allows users to test individual pages on their website and provides feedback in a reporting format that is clear and easy to understand.” (Excerpted from <http://www.w3.org/WAI/ER/tools/>).

### **FAE—Functional Accessibility Evaluator**

<https://fae.disability.illinois.edu/anonymous/?Anonymous%20Report=>

This tool evaluates a webpage for its accessibility based on the ITAA Web Accessibility Standards, which are based on the WCAG 1.0 and Section 508 guidelines.

### **Free Web Accessibility Check by AlumniOnline Web Services (Version 1, Released 2018-Oct-01)**

<https://www.alumnionlineservices.com/scanner/>

A single URL web accessibility scanner.

### **PAC: PDF Accessibility Checker 2.0 by Access for all (Released 2014-Sep-07)**

<http://www.access-for-all.ch/en/pdf-lab/pdf-accessibility-checker-pac.html>

From Access for All, a Swiss nonprofit organization, this tool provides a fast way to test the accessibility of PDF files.

### **Run a color contrast checker**

<https://chrome.google.com/webstore/detail/color-contrast-analyzer/dagdlcijhfbmgkjokkjicnnfimlebcll?hl=en>

### **TAW—Test de Accesibilidad Web**

<https://www.tawdis.net/>

Developed by the CTIC Centro Tecnológico, this tool is available online, as a desktop application, and as a Firefox add-on.

### **Visually inspect for accessible use of colors and contrast**

Use a color picker: <https://www.levelaccess.com/color-contrast-checker/>

### **WAVE—Web Accessibility Versatile Evaluator**

<http://wave.webaim.org/>

A tool developed by WebAIM that is freely available both online and as a Firefox add-on.

---

*Note:* the W3C website provides a more inclusive list that can be accessed at: <http://www.w3.org/WAI/ER/tools/>

*Note:* software analysis tools like the ones listed above are only able to check for basic design errors. They cannot determine with certainty whether or not a given site is accessible; only human assessment can accomplish that. Results obtained by use of any of the tools should be interpreted accordingly. The tools are nevertheless useful for evaluating whether or not a site has such basic design issues.

*Note:* as with all websites, these URLs are subject to change and/or deletion.

## Appendix 4

### Sample Assistive Devices

The list below is offered as a sample of the many (some freely available) assistive devices currently available in the assistive technology arena. The listed software programs are some of the most frequently used assistive devices. The sample screen readers, for example, are software programs that enable blind or visually impaired users to read text that is displayed on the computer screen. The sample voice-to-text software, by contrast, allow for the transcription of audio content into text/written words.

#### Apple VoiceOver (Mac OS X interface)

Assistive technology to support people who are blind or have low vision, Apple VoiceOver is a built-in feature of the Mac OS X interface. It provides options to magnify, keyboard control, and verbal descriptions. The VoiceOver screen reader describes exactly what's happening on the user's screen and allows for navigation using gestures or a braille display. The Zoom feature provides a built-in magnifier, with adjustment capability for cursor size, motion, and contrast for specific vision needs (<https://www.apple.com/accessibility/mac/vision/>).

#### CART (Computer Assisted Real-time Technology)

The National Court Reporters Association (NCRA) describes this technology as “the instant translation of the spoken word into English text using a stenotype machine, notebook computer and realtime software.” (Quoted from <https://www.nad.org/resources/technology/captioning-for-access/communication-access-realttime-translation/>.) “The text appears on a computer monitor or other display. CART is specifically recognized by the Americans with Disabilities Act (ADA) as an assistive technology that provides ‘effective communication access.’”

#### ChromeVis (Google Chrome)

A Google Chrome extension designed for individuals with low vision. It can be used to magnify any selected text on a webpage.

#### ChromeVox

A Google Chrome screen reader extension for visually impaired users. Details are available at <https://chrome.google.com/webstore/detail/chromevox/kgejglhpjiefppelpmljglcjbhoiplfn>.

#### FM Systems

Frequency modulation (FM) systems are assistive listening devices that use radio broadcast technology to amplify sound that is brought directly to the ear. “Audio input from a microphone, a television, an audio player, or any electronic sound source is fed into an FM transmitter, which broadcasts the audio input through radio signals that are received by pocket-sized receivers...Persons who use hearing aids with telecoils (T-Coils) can plug a neck-loop or silhouette inductor directly into the receiver. Persons who use hearing aids without T-Coils, as well as those who do not use hearing aids, can use headphones or earbuds that are connected to the receiver. Cochlear implant users can connect a patch cord from the FM receiver to the external processor.” (Quoted from the ABA pamphlet, “Court Access for Individuals who Are Deaf and Hard of Hearing: A Guide,” <https://www.americanbar.org/content/dam/aba/administrative/commission-disability-rights/court-access-guide-lr-intractv-accsb-rev022317.authcheckdam.pdf>.)

## Inductive Loop

These are assistive listening devices that utilize an electromagnetic field to deliver sound. And, according to the National Association of the Deaf, these devices “offer convenience to groups of t-coil hearing aid users because those users do not require body worn receivers.” (<https://www.nad.org/resources/technology/assistive-listening/assistive-listening-systems-and-devices>.) These devices can also be used by non-hearing aid users through use of a headphone and inductive loop receiver.

## Infrared Systems

Infrared (IR) Systems are assistive listening devices that utilize light-based technology. “Infrared systems (IR) work by using infrared light waves that are beamed from one or several IR transmitters to small specialized receivers. . . . Receivers include stethophones that hang from the ears, a headset type that fits over the ears, and a small pocket-size type.” (Quoted from the ABA pamphlet, “Court Access for Individuals who Are Deaf and Hard of Hearing: A Guide,” <https://www.americanbar.org/content/dam/aba/administrative/commission-disability-rights/court-access-guide-ir-intractv-accsb-rev022317.authcheckdam.pdf>.) According to the National Association of the Deaf, infrared systems “guarantee privacy because light does not pass through walls.” Consequently, such systems “are the appropriate choice for situations such as court proceedings that require confidentiality.” (<https://www.nad.org/resources/technology/assistive-listening/assistive-listening-systems-and-devices>.)

## JAWS for Windows

JAWS (Job Access With Speech) for Windows, made by Freedom Scientific, is a screen reader software for blind and visually impaired individuals. It is one of the oldest screen readers on the market, and by far the most widely used in work-related settings. It offers comprehensive screen-reading capability with the Windows operating system. Details on this software can be found at <http://www.freedomscientific.com/Products/software/JAWS>.

## KNFB Reader

Developed by the National Federation of the Blind and Sensotec NV, KNFB Reader is a mobile app for blind, low-vision, dyslexic, and other print-disabled users that converts text to speech or text to braille. Currently available for iOS, Android, and Windows 10 devices. For more information on this device, go to <https://knfbreader.com>.

## The built in Windows 10 Narrator

A screen-reading app that is built into Windows 10 and requires no downloading. It is another “free” screen reader in that it comes with the Microsoft 10 operating system. The complete guide can be accessed at <https://support.microsoft.com/en-us/help/22798/windows-10-complete-guide-to-narrator>.

## NVDA (NonVisual Desktop Access)

Developed by NV Access, NVDA is a free, open source, globally accessible screen reader for the blind and vision impaired. This Windows-based software is downloadable at <https://www.nvaccess.org/> or at <http://www.nvda-project.org>. NVDA can be installed to a PC, or the files can be placed on a CD or USB thumb drive for portable use. Runs on Windows XP and Windows Vista.

## Real-time text (RTT)

Text transmitted instantly as it is typed or created. Recipients can immediately read the message while it is being written. Frequently used by the deaf, including in IP-Relay services and TDD/TTY devices for the deaf.

### **Serotek**

Developed by System Access, details about this Windows-based screen reader can be found at <http://www.serotek.com>. This tool runs on Windows 2003 Server, Windows XP, and Windows Vista, and supports Notepad, WordPad, Outlook Express, Email Center on a Vista machine, Excel, PowerPoint, Firefox, Internet Explorer, Microsoft Office 2007, Skype, and many other programs. A complete screen reader that can be used even outside a browser, this reader can be purchased for a nominal fee, or by monthly subscription. The AIR Foundation and Serotek now also offer System Access to Go, which gives free screen access using the website <https://www.satogo.com>.

### **Keyguards**

These are hard plastic covers with holes for each key on a keyboard. Can help individuals with unsteady fingers to avoid striking unwanted keys.

### **Adjustable keyboards**

These have sections that can be positioned close together or further apart, rotated, and tilted to many angles.

### **Programmable keyboards**

These allow for the programming of letters, numbers, words, or phrases to be entered by pressing custom keys.

### **Sources**

American Bar Association. "Court Access for Individuals Who Are Deaf and Hard of Hearing: A Guide." Accessible online at <https://www.americanbar.org/content/dam/aba/administrative/commission-disability-rights/court-access-guide-lr-intractv-accsb-rev022317.authcheckdam.pdf>

International Braille and Technology Center Access Technology Team. "Low-Cost Screen Readers." *Braille Monitor*, May 2009. Accessible online at <https://www.nfb.org/sites/www.nfb.org/files/images/nfb/publications/bm/bm09/bm0905/bm090506.htm>).

National Association of the Deaf. "Assistive Listening Systems and Devices." Accessible at <https://www.nad.org/resources/technology/assistive-listening/assistive-listening-systems-and-devices/>.



## Appendix 5

### List of Resources

#### Publications, Reference Guides, and Related Documents

1991 ADA Standards for Accessible Design (U.S. Department of Justice, available in HTML and PDF formats): [https://www.ada.gov/1991ADASTandards\\_index.htm](https://www.ada.gov/1991ADASTandards_index.htm)

2010 ADA Standards for Accessible Design (U.S. Department of Justice, available in HTML and PDF formats): [https://www.ada.gov/2010ADASTandards\\_index.htm](https://www.ada.gov/2010ADASTandards_index.htm)

ADA Checklists for Existing Facilities (New England ADA Center): <https://www.adachecklist.org/index.html>. This checklist is based on the 2010 ADA Standards for Accessible Design referenced immediately above. It updates the original ADA Checklist for Readily Achievable Barrier Removal, which was based on the 1991 ADA Standards for Accessible Design noted above.

ADA/Section 504 Design Guide: Accessible Cells in Correction Facilities (A publication of the U.S. Department of Justice that provides guidance on preventing discrimination against inmates with mobility disabilities through the design of accessible cells in state and local correctional facilities) (available in HTML and pdf formats):

- <https://www.ada.gov/accessiblecells.htm> (web version)
- [https://www.ada.gov/accessible\\_cells\\_scrn.pdf](https://www.ada.gov/accessible_cells_scrn.pdf) (PDF—screen version)
- [https://www.ada.gov/accessible\\_cells\\_prt.pdf](https://www.ada.gov/accessible_cells_prt.pdf) (PDF—print version)

ADA Title II and Title III Regulations Fact Sheet Series: “The U.S. Department of Justice recently revised the ADA Title II and Title III regulations. These regulations amend the DOJ’s Title II requirements for State and Local Governments and Title III requirements for Places of Public Accommodation. Many of the regulations took effect March 15, 2011 with some requirements going into effect March 15, 2012. In response to these regulatory changes, the National Network of ADA Centers has created a Fact Sheet Series to give guidance around the specific changes.” The fact sheet series are available in English and Spanish versions: [https://adata.org/factsheets\\_en](https://adata.org/factsheets_en) (English); [https://adata.org/factsheet/newregs\\_II\\_III\\_sp](https://adata.org/factsheet/newregs_II_III_sp) (Spanish). Each fact sheet focuses on a specific topic, providing an overview of what the revised regulations are for that topic:

- *Overview of Revised Regulations*: [https://adata.org/sites/adata.org/files/files/Overview\\_of\\_Revised\\_Regulations.pdf](https://adata.org/sites/adata.org/files/files/Overview_of_Revised_Regulations.pdf). The first fact sheet of the series, this document summarizes content of the nine fact sheets produced by the ADA National Network.
- *Effective Communication*: <https://adata.org/factsheet/communication>. This fact sheet discusses the many changes that were made in the regulations and examines various forms of communication required under the ADA. Emphasizes the importance of the context and complexity of the communication in choosing an appropriate means of communication.
- *Exams and Courses*: <https://adata.org/factsheet/exams>. This document discusses the revisions made to the ADA regulations with respect to the accessibility of exams and courses offered by private and public entities to persons with disabilities, including how requests for documentation regarding the need for an accommodation should be handled.
- *Service Animals*: <https://adata.org/factsheet/service-animals>. This fact sheet discusses the revised definition of a service animal as a dog trained to perform work or tasks to benefit a person with a disability and conditions for use of a miniature horse. It presents information about inquiries that can be made to determine if an animal is a service animal, and when and where a service animal is allowed access.
- *Wheelchairs and Other Power-Driven Mobility Devices*: <https://adata.org/factsheet/wheelchairs>. Revisions to the ADA regulations include the definition of a wheelchair. These revisions also establish a new category of devices

utilized by people with disabilities known as “other power-driven mobility devices (OPDMD).” This fact sheet discusses these definitions, as well as factors and inquiries for consideration of an OPDMD as a reasonable modification.

- *Correctional Facilities*: <https://adata.org/factsheet/corrections>. This fact sheet discusses the requirements that inmates and detainees are to be housed in the most integrated setting. It also reviews the 2010 ADA Standards for Accessible Design as they apply to jails, prisons, and other detention and correctional facilities.
- *Overview of 2010 Standards of Design*: <https://adata.org/factsheet/standards>. This fact sheet presents a brief history of the development and adoption of the 2010 ADA Standards for Accessible Design. It describes compliance dates and the safe harbor provision, as well as examples of elements and facilities affected by the new Standards and some of the changes made to the requirements of the 1991 ADA Standards.
- *Accessible Parking*: <https://adata.org/factsheet/parking>. This fact sheet provides information on providing accessible parking included in the 2010 ADA Standards for Accessible Design. It summarizes DOJ regulations including number and types of spaces required, signage, and construction specifications.

Assisting the Blind and Visually Impaired (National Center for State Courts (NCSC) Americans with Disabilities Act (ADA) Briefing Paper (2002, PDF, 2 pages): <http://cdm16501.contentdm.oclc.org/cdm/singleitem/collection/accessfair/id/145/rec/1>. This NCSC briefing paper examines the various ways persons with visual impairments can be assisted, including the manipulation of viewing distance, improvement of contrast and illumination, and the manipulation of size.

Communicating with People who are Deaf or Hard of Hearing: A Guide for Law Enforcement Officers (U.S. Department of Justice) (PDF, 2 pages):

- <https://www.ada.gov/lawencomm.htm> (HTML version)
- <https://www.ada.gov/lawencomm.pdf> (PDF version)

The information given in this DOJ guide may be of use to court administrators and other personnel.

Communication Accessibility in the Courts (National Center for State Courts (NCSC) Americans with Disabilities Act (ADA) Briefing Paper) (2002, PDF, 3 pages): <http://cdm16501.contentdm.oclc.org/cdm/singleitem/collection/accessfair/id/115/rec/15>. This NCSC briefing paper examines a number of strategies that can be employed to improve courtroom communication accessibility for persons with communication disabilities, including use of assistive listening devices (ALDs) and systems (ALSs), and computer-assisted transcription technology.

Court Access for Individuals who Are Deaf and Hard of Hearing: A Guide (American Bar Association (ABA) Commission on Disability Rights (CDR)): <https://www.americanbar.org/content/dam/aba/administrative/commission-disability-rights/court-access-guide-1r-intracv-accsb-rev022317.authcheckdam.pdf>. This ABA guide provides a comprehensive examination of issues related to court access for individuals who are deaf and/or hard of hearing, including impediments and possible remedies.

Court Facility Accessibility Reference Guide (National Center for State Courts). Available in text and PDF formats (19 pages): <http://cdm16501.contentdm.oclc.org/cdm/singleitem/collection/facilities/id/86/rec/11>. Part II of “The Americans with Disabilities Act: Title II: Self-Evaluation,” this 1992 NCSC reference guide is “a facility accessibility checklist to assist courts in identifying the existing facility barriers and make its services, programs, or activities readily accessible, when viewed in its entirety, to individuals with disabilities.”

Creating Nonvisually Accessible Documents (American Bar Association (ABA) Commission on Disability Rights (CDR)): [https://www.americanbar.org/content/dam/aba/administrative/mental\\_physical\\_disability/Creating\\_Accessible\\_Documents.pdf](https://www.americanbar.org/content/dam/aba/administrative/mental_physical_disability/Creating_Accessible_Documents.pdf). Produced by the National Federation of the Blind Jernigan Institute, this ABA policy brief provides a comprehensive examination of the different ways in which documents can be made accessible to persons with visual impairments.

Equal Access: Universal Design of Your Project—A Checklist for the Universal Design of Project (University of Washington): <https://www.washington.edu/doit/equal-access-universal-design-your-project>; <https://www.washington.edu/accesscomputing/equal-access-universal-design-your-project>. While this DO-IT

guide was created for use by academic institutions, the principles of equal access outlined can apply to courts and courtrooms.

Implementing the Americans with Disabilities Act in a Trial Court (National Center for State Courts (NCSC) Americans with Disabilities Act (ADA) Briefing Paper) (2002, PDF, 12 pages): <http://cdm16501.contentdm.oclc.org/cdm/singleitem/collection/accessfair/id/68/rec/9>. This NCSC briefing paper discusses the ADA implementation undertaken in the Eighteenth Judicial Circuit of Florida.

Implementation of the Americans with Disabilities Act in a New Jersey Judicial System (National Center for State Courts (NCSC) Americans with Disabilities Act (ADA) Briefing Paper) (2002, PDF, 10 pages): <http://cdm16501.contentdm.oclc.org/cdm/singleitem/collection/accessfair/id/67/rec/8>. This NCSC briefing paper discusses the implementation of the ADA in the New Jersey Judicial System, one of the most comprehensive undertaken to that point.

Into the Jury Box: A Disability Accommodation Guide: a 151-page publication of the American Bar Association building on foundation established in the ABA's earlier publication "Opening the Courthouse Door." Offers concrete suggestions on how to modify current practices to strengthen accessibility. PDF and Word versions accessible via the Ontario Bar Association website: <https://www.oba.org/Publications-and-Resources/Courts-Disability-Accessibility-Education-Project/Educational-Material/The-Case-for-Reform/Into-the-Jury-Box-A-Disability-Accommodation-Guide>.

Juries and the Disabled (a publication of the Federal Bar Association): [http://www.fedbar.org/Resources\\_1/Federal-Lawyer-Magazine/2012/December/Juries-and-the-Disabled.aspx?FT=.pdf](http://www.fedbar.org/Resources_1/Federal-Lawyer-Magazine/2012/December/Juries-and-the-Disabled.aspx?FT=.pdf). Discusses some of the issues associated with serving as a juror with a disability, including barriers and possible remedies.

Jurors with Disabilities: A discussion of the Americans with Disabilities Act and other statutes requiring accommodations for the disabled, and practical information to be compliant (Publisher: National Center for State Courts): <https://ncsc.contentdm.oclc.org/digital/collection/juries/id/300>

Justice for All: Designing Accessible Courthouses (Recommendations from the Courthouse Access Advisory Committee of the U.S. Access Board): <https://www.access-board.gov/attachments/article/1903/caac-report.pdf>. Report (2006, PDF, 196 pages) provides guidance on accessible courthouse design under the Americans with Disabilities Act and the Architectural Barriers Act.

Making Historic Properties Accessible (National Park Service Preservation Brief #32, 1993): <https://www.nps.gov/tps/how-to-preserve/briefs/32-accessibility.htm>. This National Park Service Preservation brief offers several strategies to make historic properties accessible.

Making Room for Mediation: ADR Facilities in Courthouses (National Center for State Courts (NCSC) Americans with Disabilities Act (ADA) Briefing Paper) (2002, PDF, 4 pages): <http://ncsc.contentdm.oclc.org/cdm/singleitem/collection/facilities/id/130>. This NCSC brief is part of a report on trends in the state courts 1999–2000. Discusses trends in alternative dispute resolution (ADR), ADA, and courthouse design and finance.

Model Policy for Law Enforcement on Communicating with People who are Deaf or Hard of Hearing (U.S. Department of Justice) (PDF, 4 pages):

- <https://www.ada.gov/lawenfmodpolicy.htm> (HTML version)
- <https://www.ada.gov/lawenfmodpolicy.pdf> (PDF version)

This DOJ document provides a policy model for law enforcement on communicating with people who are deaf or hard of hearing.

Opening the Courthouse Door: An ADA Access Guide for State Courts (American Bar Association, 1992). PDF and Word versions accessible via the Ontario Bar Association website, <https://www.oba.org/Publications-and-Resources/Courts-Disability-Accessibility-Education-Project/Educational-Material/The-Case-for-Reform/Opening-the-Courthouse-Door-An-ADA-Access-Guide-fo>

Revised ADA Regulations Implementing Title II and Title III: <https://www.ada.gov/regs2010/ADAREgs2010.htm>. The revised regulations amend the Department's Title II regulation, 28 CFR Part 35, and the Title III regulation, 28 CFR Part 36. Both rules went into effect on March 15, 2011, and the accompanying Appendix A to each provides a section-by-section analysis of the rule and responses to public comments on the proposed rule.

The Americans with Disabilities Act: Questions and Answers: <https://adata.org/publication/ADA-faq-booklet>. A publication produced in 2013 by the ADA National Network as a collaborative project, this document provides answers to a variety of questions on the ADA.

## Venues

Holding Inclusive Events: Accessibility and Persons with Disabilities (American Bar Association): [https://www.americanbar.org/groups/bar\\_services/publications/bar\\_leader/2013-14/july\\_august/holding\\_inclusive\\_events\\_accessibility\\_persons\\_disabilities/](https://www.americanbar.org/groups/bar_services/publications/bar_leader/2013-14/july_august/holding_inclusive_events_accessibility_persons_disabilities/)

Planning Accessible Meetings and Events Toolkit (American Bar Association): [https://www.americanbar.org/content/dam/aba/administrative/mental\\_physical\\_disability/Accessible\\_Meetings\\_Toolkit.pdf](https://www.americanbar.org/content/dam/aba/administrative/mental_physical_disability/Accessible_Meetings_Toolkit.pdf)

## Websites

ADA Document Portal: <https://adata.org/ada-document-portal>. Includes thousands of documents that can be searched by topic or keywords.

ADA Legal Updates and Issues: <http://www.adasoutheast.org/legalissues.php>. Provides developments in ADA-related legal and policy matters.

ADA Title II Tutorial: <https://www.adatitle2.org>. A project of the ADA National Network, this free web course is designed to provide the basic principles and core concepts of Title II of the ADA. Designed as an educational tool to teach state and local government ADA Coordinators about their roles and how to address key ADA-related areas.

ADA Training Resource Center: <http://www.adacourse.org>. Site features ADA training materials available for download, online courses and webinars, training tools, videos and public service announcements (PSAs), Frequently Asked Questions (FAQs), etc.

Americans with Disabilities Act Resources, ADA Anniversary Tool Kit: [https://www.adaanniversary.org/ada\\_resources](https://www.adaanniversary.org/ada_resources). Includes a compilation of the newest available resources recommended by the ADA National Network. Links provided include "ADA Documents from the ADA National Network," "General ADA Information from the U.S. Department of Justice," "ADA Training," "Legal Updates and Research," "ADA Amendments Act of 2008 (ADAAA)," among others.

CART (National Court Reporters Association): [https://www.ncra.org/home/professionals\\_resources/professional-advantage/Captioning](https://www.ncra.org/home/professionals_resources/professional-advantage/Captioning). Communication Access Realtime Translation (CART) is also known as real time captioning. This site provides information on CART service guidelines, technical requirements and resources.

National Association of Judiciary Interpreters and translators: <https://najit.org>

Find an Interpreter: <https://najit.org/resources/find-interpreter>. Another online form that can be used to locate an interpreting service. This directory of professional court and judicial interpreters and translators includes professionals with certification to work in courts and law-enforcement settings.

Registry of Interpreters for the Deaf (RID): <https://rid.org>

Find an Interpreter: <https://myaccount.rid.org/Public/Search/Member.aspx>. This RID online form can be used to locate an interpreting service. The site lists only interpreter service agencies that are members of RID.

U.S. Government Section 508 website: <https://www.section508.gov>

## Digital Accessibility

9 Simple Tips for Making Your Website Disability-Friendly: <https://mashable.com/2014/04/22/website-disability-friendly/>

ABA LTRC Presentation: Web Accessibility: <https://www.americanbar.org/content/dam/aba/migrated/tech/ltrc/presentations/webaccess.pdf>. Part of the Technology Translators Series, this ABA document was produced by the ABA Legal Technology Resource Center and examines the many legal issues associated with web accessibility.

Accessibility in Microsoft 2010: <https://www.microsoft.com/en-us/accessibility/>

Accessibility of State and Local Government Websites to People with Disabilities (U.S. Department of Justice Toolkit): <https://www.ada.gov/websites2.htm>

Adobe Acrobat Accessibility Training Resources: <https://www.adobe.com/accessibility/products/acrobat/training.html>. Accessibility training resources for Adobe and Acrobat Reader products.

Adobe Accessibility Resource Center (Resources and guidelines on accessibility issues affecting Adobe products including Acrobat and Flash): <https://www.adobe.com/accessibility.html>

Designing Accessible Web Forms (American Foundation for the Blind): <https://www.afb.org/about-afb/what-we-do/afb-consulting/afb-accessibility-resources/accessible-forms>.

Designing Universal Accessible Websites (a meta-index page by the Trace Research and Development Center): <http://trace.umd.edu/publications/central-reference-document-version-8-unified-web-site-accessibility-guidelines>

Digital Accessibility for Law Firms: Why Lawyers Need to Prioritize Accessibility: <https://www.biggerlawfirm.com/digital-accessibility-for-law-firms/>. While the target audience here is lawyers, information given should be useful to all court personnel.

DO-IT HTML Guidelines (by Disabilities, Opportunities, Internetworking, and Technology at the University of Washington): <https://www.washington.edu/doi/>

Flash, Flex & Captivate Accessibility Resources: <http://www.dhs.state.il.us/page.aspx?item=49588>. Adobe Flash is a technology used to create multimedia animations, videos, and user interfaces for the web. This site offers resources that can help enhance the accessibility of Flash products.

Five Things Every Lawyer Needs to Know About Digital Accessibility: <https://www.lawtechnologytoday.org/2018/06/digital-accessibility>. While the target audience here is lawyers, information given should be useful to all court personnel.

Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT): <http://www.w3.org/TR/wcag2ict>. This document describes how the Web Content Accessibility Guidelines (WCAG) 2.0 and its principles, guidelines, and success criteria can be applied to non-web Information and Communication Technologies (ICT), i.e., non-web document and software.

Guide to Writing Accessible HTML: <http://www.w3.org/WAI/tips/writing>. Developed by the W3C Web Accessibility Initiative (WAI), this guide provides tips on writing accessible html (web-based) files.

Javascript Accessibility Issues (WebAIM): <https://webaim.org/techniques/javascript/>

Making A Law Firm Website Accessible: <https://www.postali.com/web-content-accessibility-part-2>. While the target audience here is lawyers, information given should be useful to all court personnel.

Making the Web More Accessible for People With Disabilities (Five Steps, with pictures): <https://www.instructables.com/id/Making-the-Web-More-Accessible-for-People-with-Dis/>

Making Your Documents Accessible: <http://www.ncdae.org/resources/cheatsheets>. Maintained by the National Center on Disability and Access to Education (NCDAE), this site offers tips on creating accessible documents.

PDF Accessibility Resources: <http://www.dhs.state.il.us/page.aspx?item=36443>

Resources: Enhancing the Accessibility of Electronic Information (the Florida Bar): <https://www.floridabar.org/about/diversity/efile001>. Federal regulations and guidelines may change over time, as does the technology involved in making electronic documents compliant. Attorneys may need to conduct further research to ensure compliance with the law.

## Available Resources

- Getting Started Creating Accessible Word and PDF Documents
- Federal Government Resources
- Information from Software Manufacturers
- Information on Creating Accessible Documents
- Information on Creating Accessible PDF Files
- Information on Creating Accessible Forms
- Information on Creating Accessible Tables

The United States Access Board's Updated Requirements for Information and Communication Technology: <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh>. On January 18, 2017, the Access Board published a "final rule" that jointly updates requirements for information and communication technology covered by Section 508 of the Rehabilitation Act and Section 255 of the Communication Act. On January 22, 2018, the Board corrected the final rule to restore provisions for TTY access that were inadvertently omitted (excerpted from site). The foregoing site provides information on these updates.

WebAIM's WCAG 2.0 Checklist for HTML Documents (Utah State University, Center for Persons with Disabilities): <http://webaim.org/standards/wcag/checklist>. Site provides a basic checklist of recommendations for implementing HTML-related principles and techniques for those seeking WCAG 2.0 conformance. The official WCAG 2.0 specifications are available at the URL given immediately below.

Web Content Accessibility Guidelines (WCAG) 2.0: <http://www.w3.org/TR/WCAG20>. Site provides information on the Web Content Accessibility Guidelines (WCAG) 2.0.

Web Accessibility Resources: <http://www.dhs.state.il.us/page.aspx?item=36441>

Websites as Places of Public Accommodation: [https://www.americanbar.org/content/dam/aba/migrated/2011\\_build/mental\\_physical\\_disability/website\\_access\\_resolution\\_report.pdf](https://www.americanbar.org/content/dam/aba/migrated/2011_build/mental_physical_disability/website_access_resolution_report.pdf)

Web Accessibility for Your Court Web Site: Presentation (National Center for State Courts): <https://cdm16501.contentdm.oclc.org/digital/collection/tech/id/272>

Microsoft Word Accessibility Resources (Illinois Department of Human Services): <http://www.dhs.state.il.us/page.aspx?item=95146>

## Organizations and Key Sources

Commission on Disability Rights (CDR)

American Bar Association (ABA): [https://www.americanbar.org/groups/diversity/disabilityrights/resources/access\\_info/](https://www.americanbar.org/groups/diversity/disabilityrights/resources/access_info/)

*Chicago Headquarters*

American Bar Association  
321 North Clark Street  
Chicago, IL 60654

*Washington, DC, Office*

American Bar Association  
1050 Connecticut Ave., NW  
Suite 400  
Washington, DC 20036  
202-662-1000

ABA Commission on Disability Rights (CDR): <https://www.americanbar.org/groups/diversity/disabilityrights/>

American Bar Association Commission on Disability Rights—state court resources for accessibility and accommodations at state and local courthouses: [https://www.americanbar.org/groups/diversity/disabilityrights/resources/state\\_court\\_accessibility](https://www.americanbar.org/groups/diversity/disabilityrights/resources/state_court_accessibility)

National Association of the Deaf (NAD) Law and Advocacy Center

8630 Fenton Street, Suite 820  
Silver Spring, MD 20910  
Video Phone: 301-587-1788 (ZVRS); 301-328-1443 (Sorenson); 301-338-6380 (Convo); 301-453-2390 (Purple)  
TTY: 301-587-1789  
Fax: 301-587-1791  
<https://www.nad.org/about-us/law-advocacy-center>

As a nonprofit organization, the National Association of the Deaf (NAD) has a mission to preserve, protect, and promote the civil, human, and linguistic rights of deaf and hard-of-hearing individuals in the U.S.

NAD Memo on State and Local Government Services: <https://www.nad.org/resources/civil-rights-laws/americans-with-disabilities-act/state-and-local-government-services>

NAD Memo on Criminal Justice and the Courts: <https://www.nad.org/resources/justice>

National Association of Judiciary Interpreters and Translators

2002 Summit Blvd., Suite 300  
Atlanta, GA 30319  
404-566-4705  
Fax: 404-566-2301  
<https://najit.org>

Their mission is to promote quality services in the field of legal interpreting and translating, including interpreting of American Sign Language (ASL).

National Center for State Courts

300 Newport Ave.  
Williamsburg, VA 23185  
Phone: 800-616-6164

#### National Court Reporters Association

12030 Sunrise Valley Drive, Suite 400  
Reston, VA 20191  
800-272-6272  
<https://www.ncra.org>

#### Registry of Interpreters for the Deaf (RID)

333 Commerce Street  
Alexandria, VA 22314  
571-257-3957 (VP)  
703-838-0030 (voice)  
703-838-0454 (fax)  
<https://rid.org>

This national membership organization plays a leading role in advocating for excellence in the delivery of interpretation and transliteration services between people who use sign language and people who use spoken language.

#### Southeast ADA Center

1419 Mayson Street NE  
Atlanta, GA 30324  
Phone: 404-541-9001 (V)  
Fax: 404-541-9002 / 800-949-4232 (voice/TTY)  
<http://www.adasoutheast.org>

#### U.S. Department of Justice ADA Information

800-514-0301 (voice)  
800-514-0383 (TTY)  
<https://www.ada.gov>

#### U.S. Access Board

1331 F Street NW, Suite 1000  
Washington, DC 20004-1111  
Voice: 202-272-0080/800-872-2253  
TTY: 202-272-0082/800-993-2822  
<https://www.access-board.gov>

## ADA National Network

The ADA National Network consists of ten regional ADA Centers and an ADA Knowledge Translation Center. The regional ADA Centers are distributed throughout the United States to provide local assistance and foster implementation of the ADA.

ADA National Network

800-949-4232 voice/TTY connects to your regional ADA Center

<https://adata.org>

### Region 1 (New England ADA Center)

Serving Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.

Institute for Human Centered Design

180-200 Portland Street, Suite 1

Boston, MA 02114

Phone: 617-695-1225 (V)

Fax: 617-482-8099

[ADAinfo@NewEnglandADA.org](mailto:ADAinfo@NewEnglandADA.org)

<https://www.newenglandada.org>

### Region 2 (Northeast ADA Center)

Serving New Jersey, New York, Puerto Rico, and the Virgin Islands.

K. Lisa Yang and Hock E. Tan

Institute on Employment and Disability

Cornell University: ILR School

201 Dolgen Hall

Ithaca, NY 14853

Phone: 607-255-6686 (V/TTY)

Fax: 607-255-2763

[northeastada@cornell.edu](mailto:northeastada@cornell.edu)

<https://www.northeastada.org>

### Region 3 (Mid-Atlantic ADA Center)

Serving Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia.

TransCen, Inc.

12300 Twinbrook Parkway, Suite 350

Rockville, MD 20852

Phone: 301-217-0124 (V/TTY)

Fax: 301-251-3762

[adainfo@transcen.org](mailto:adainfo@transcen.org)

<https://www.adainfo.org>

#### **Region 4 (Southeast ADA Center)**

Serving Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee.

Burton Blatt Institute  
Syracuse University  
1419 Mayson Street NE  
Atlanta, GA 30324  
Phone: 404-541-9001 (V)  
Fax: 404-541-9002

[ADAsoutheast@law.syr.edu](mailto:ADAsoutheast@law.syr.edu)  
<http://www.adasoutheast.org>

#### **Region 5 (Great Lakes ADA Center)**

Serving Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin.

University of Illinois at Chicago  
Institute on Disability & Human Development (MC 728)  
1640 West Roosevelt Road, Room 405  
Chicago, IL 60608  
Phone: 312-413-1407 (V/TTY)  
Videophone: 312-767-0377  
Fax: 312-413-1856

[adata@adagreatlakes.org](mailto:adata@adagreatlakes.org)  
<http://www.adagreatlakes.org>

#### **Region 6 (Southwest ADA Center)**

Serving Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.

TIRR Memorial Hermann Research Center  
1333 Moursund St.  
Houston, TX 77030  
Phone: 713-797-7171 (V)  
Fax: 713-520-5785

[swdbtac@ilru.org](mailto:swdbtac@ilru.org)  
<http://www.southwestada.org>

#### **Region 7 (Great Plains ADA Center)**

Serving Iowa, Kansas, Missouri, and Nebraska.

University of Missouri  
100 Corporate Lake Drive  
Columbia, MO 65203  
Phone: 573-882-3600 (V/TTY)  
Fax: 573-884-4925

[adacenter@missouri.edu](mailto:adacenter@missouri.edu)  
<https://www.gpadacenter.org>

### Region 8 (Rocky Mountain ADA Center)

Serving Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming.

Meeting the Challenge

3630 Sinton Road, Suite 103

Colorado Springs, CO 80907

Phone: 719-444-0268 (V/TTY)

Videophone: 719-358-2460

Fax: 719-444-0269

[adainfo@adainformation.org](mailto:adainfo@adainformation.org)

<https://www.rockymountainada.org>

### Region 9 (Pacific ADA Center)

Serving Arizona, California, Hawaii, Nevada, and Pacific Basin.

555 12th Street, Suite 1030

Oakland, CA 94607-4046

Phone: 510-285-5600 (V/TTY)

Fax: 510-285-5614

[adatech@adapacific.org](mailto:adatech@adapacific.org)

<https://www.adapacific.org>

### Region 10 (Northwest ADA Center)

Serving Alaska, Idaho, Oregon, and Washington.

Center for Continuing Education in Rehabilitation

University of Washington

6912 220th St. SW, Suite 105

Mountlake Terrace, WA 98043

Phone: 425-248-2480 (V)

Videophone: 425-233-8913

Fax: 425-774-9303

[nwadactr@uw.edu](mailto:nwadactr@uw.edu)

<http://nwadacenter.org>

## State-Produced Publications and Resources

Part of the list below (and associated descriptions) is reprinted from the Southeast ADA Center website (<http://www.adasoutheast.org>). With additional entries provided.

### Alabama

2010 Alabama Court Sign Language Interpreter List: This list was approved by the Alabama Association of the Deaf and the Alabama Registry of Interpreters Serving the Deaf (PDF, 3 pages). <http://eforms.alacourt.gov/Interpreter%20Forms/Sign-Language%20Interpreters.pdf>

Request for Accommodations by Persons with Disabilities (2011, PDF, 1 page). <http://eforms.alacourt.gov/ADA/Request%20For%20Accommodations.pdf>

## Alaska

Departmental ADA Coordinators Contact List: <http://doa.alaska.gov/ada/documents/dept-ada-coordinators.pdf>

State of Alaska Website Usability Assessment (PDF): <http://doa.alaska.gov/ada/documents/usabilityreview.pdf>. A sample website usability assessment document.

Court Directory—Alaska Court System: <http://courts.alaska.gov/courtdir/index.htm>.

Grievance Procedures for Persons Who Believe That the Court System Has Discriminated Against Them on the Basis of a Disability (Pub-18): <https://public.courts.alaska.gov/web/forms/docs/pub-18.pdf>

Alaska Court System ADA Policies (Administrative Bulletin 59): <https://public.courts.alaska.gov/web/adbulls/docs/ab59.pdf>

## Arizona

ADA Accessibility Statement, Arizona Supreme Court, Administrative Services: <https://www.azcourts.gov/adminservices/ArizonaStateCourtsBuilding/ADAAccessibility.aspx>

## Arkansas

Policies—Arkansas Judiciary: <https://www.arcourts.gov/policies>

## California

Judicial Council of California, Access and Fairness Advisory Committee: <https://www.courts.ca.gov/accessfairnesscomm.htm>

For Persons with Disabilities Requesting Accommodations: Questions and Answers About Rule of Court 1.100 for Court Users (2007, PDF, 2 pages): [www.courts.ca.gov/documents/access-fairness-QandA-for-persons-with-disabilities.pdf](http://www.courts.ca.gov/documents/access-fairness-QandA-for-persons-with-disabilities.pdf)

Responding to Requests for Accommodations by Persons With Disabilities: Questions and Answers About Rule of Court 1.100 for Court Personnel (2007, PDF, 2 pages) [www.courts.ca.gov/documents/access-fairness-q-a-responding.pdf](http://www.courts.ca.gov/documents/access-fairness-q-a-responding.pdf)

Accessibility Statement—California Courts: <http://www.courts.ca.gov/11524.htm?rdeLocaleAttr=en>

Judicial Council's Grievance Procedure: <http://www.courts.ca.gov/documents/ADA-Grievance-Procedure.pdf>

## Colorado

Colorado Judicial Branch ADA Information Page: [www.courts.state.co.us/Administration/Unit.cfm?Unit=ada](http://www.courts.state.co.us/Administration/Unit.cfm?Unit=ada)

Colorado: ADA FAQs Guide (Frequently Asked Questions) (2012, PDF, 5 pages) [www.courts.state.co.us/userfiles/file/ADA%20-%20FAQs%203-9-12.pdf](http://www.courts.state.co.us/userfiles/file/ADA%20-%20FAQs%203-9-12.pdf)

Request for Accommodation (Online form): <https://www.courts.state.co.us/Administration/HR/ADA/Request.cfm>

Find your ADA Coordinator: [https://www.courts.state.co.us/Administration/HR/ADA/Coordinator\\_List.cfm](https://www.courts.state.co.us/Administration/HR/ADA/Coordinator_List.cfm)

Resources: <https://www.courts.state.co.us/Administration/Section.cfm?Section=adares>

Colorado State Judicial Branch—Courts—ADA—District Map (interactive): [https://www.courts.state.co.us/Courts/ADA\\_Map.cfm](https://www.courts.state.co.us/Courts/ADA_Map.cfm)

## Connecticut

Americans with Disabilities Act Information and Assistance Page: <https://www.jud.ct.gov/ADA/default.htm>

Information on the Advisory Board on the Americans with Disabilities Act: [https://jud.ct.gov/committees/pst/Advisory\\_ADA/default.htm](https://jud.ct.gov/committees/pst/Advisory_ADA/default.htm)

A Guide to Understanding The Americans With Disabilities Act: Questions and Answers for Members of the Public: <https://jud.ct.gov/Publications/ES284.pdf>

Accommodation Request Procedure: [https://www.jud.ct.gov/ADA/ADA\\_Accomm\\_Request\\_Procedure.pdf](https://www.jud.ct.gov/ADA/ADA_Accomm_Request_Procedure.pdf)

Accommodation Request Form: <https://www.jud.ct.gov/webforms/forms/es264.pdf>

Juror Accommodation Form: <https://www.jud2.ct.gov/juryforms/JA030Disability.aspx>

Complaint/Grievance Procedure for a Superior Court: [https://www.jud.ct.gov/ADA/Grievance\\_Proc\\_SuperiorCourt.pdf](https://www.jud.ct.gov/ADA/Grievance_Proc_SuperiorCourt.pdf)

Complaint/Grievance Procedure for Supreme or Appellate Court: [https://www.jud.ct.gov/ADA/Grievance\\_Proc\\_SupAppCourts.pdf](https://www.jud.ct.gov/ADA/Grievance_Proc_SupAppCourts.pdf)

Complaint/Grievance Procedure Form for a Superior Court: <https://www.jud.ct.gov/webforms/forms/es263.pdf>

Complaint/Grievance Procedure Form for Supreme or Appellate Court: <https://www.jud.ct.gov/webforms/forms/es280.pdf>

## District of Columbia

Information on “Access and Disability” (District of Columbia Courts): <https://www.dccourts.gov/contact-us>

## Florida

Florida State Court Standing Committee on Fairness and Diversity. Established to assist the courts in identifying and eliminating any bias based on race, gender, ethnicity, age, disability, financial status, or any characteristic that is without legal relevance: <https://www.flcourts.org/Administration-Funding/Court-Administration-About-Us/Diversity>

Florida State Court Publications on the ADA. Information posted on this website includes: Court ADA Accommodations and Grievance Procedure Information; State Courts System ADA Guidelines; Information on Electronic Accessibility; Court Facility Survey Initiative, 2006-08; General ADA Information and Resources. <https://www.flcourts.org/Administration-Funding/Court-Administration-About-Us/ADA-Information>

Jury Service Accessibility for Older Persons and Persons with Disabilities in Florida: This jury accessibility study was a collaborative project by the Southeast Florida Center on Aging of Florida International University and the Florida Supreme Court Commission on Fairness. (1999, PDF, 75 pages) <https://www.flcourts.org/content/download/218235/1975356/juryreport.pdf>

Model ADA Title II Accommodation Request Form (2010, PDF, 6 pages) <https://www.flcourts.org/content/download/217583/1971444/ADA-Model-Request-Form.pdf>

Disability Accommodations Policy Public Notice: United States District Court, Southern District of Florida: <https://www.flsd.uscourts.gov/disability-accommodations>

Rule Would Provide Better Court Access to the Disabled (Florida Bar News): This article was updated on November 18, 2012. <https://www.floridabar.org/the-florida-bar-news/rule-would-provide-better-court-access-to-the-disabled>

ADA Information—Florida Courts (Florida State Courts): <https://www.flcourts.org/Administration-Funding/Court-Administration-About-Us/ADA-Information>. Site provides links to a number of items, including “Model ADA Accommodation Request Form,” “Directory of Florida Courts ADA Coordinators,” and “State Courts System ADA Guidelines.”

## Georgia

A Meaningful Opportunity to Participate: A Handbook for Georgia Court Officials on Courtroom Accessibility for Individuals with Disabilities (aka: Georgia Court Accessibility Handbook) (2004, PDF, 105 pages). Produced in 2004 by the Georgia Commission on Access and Fairness in the Courts; revised 2017. <http://afptc.georgiacourts.gov/sites/default/files/PDF%20of%20Judicial%20Handbook%20with%20Appendix%20K%20from%20AMAC%204-19-17.pdf>

Georgia Commission on Interpreters: This website offers information and resources on courtroom interpreter training, certification, exams, and continuing education workshops. <https://georgiacourts.gov/coi/>

Request for Reasonable Accommodation by Persons with Disabilities, Produced by Athens-Clark County Courts (PDF, 5 pages): <https://www.athensclarkecounty.com/DocumentCenter/View/815/American-Disabilities-Act-Accommodation-Request-P>

## Hawaii

Information on “ADA Accommodations” (Hawaii State Judiciary): [https://www.courts.state.hi.us/services/ada/ada\\_accommodations](https://www.courts.state.hi.us/services/ada/ada_accommodations)

Disability Accommodations Coordinators: [https://www.courts.state.hi.us/services/ada/disability\\_accommodations\\_coordinators](https://www.courts.state.hi.us/services/ada/disability_accommodations_coordinators)

Send an ADA Accommodation Request by Email (online form): <https://www.courts.state.hi.us/ada-accommodation-request-form-2>

## Illinois

Supreme Court of Illinois Policy on Access for Persons with Disabilities (links): <http://www.illinoiscourts.gov/SupremeCourt/Policies/DisabilityPolicy/default.asp>

Supreme Court of Illinois Policy on Access for Persons with Disabilities: <http://www.illinoiscourts.gov/SupremeCourt/Policies/DisabilityPolicy/disability-policy.pdf>

Supreme Court of Illinois Request for Accommodation Under the Americans with Disabilities Act: <http://www.illinoiscourts.gov/SupremeCourt/Policies/DisabilityPolicy/RequestforAccommodation.pdf>

Supreme Court of Illinois Americans with Disabilities Grievance Form: <http://www.illinoiscourts.gov/SupremeCourt/Policies/DisabilityPolicy/GrievanceForm.pdf>

## Indiana

Notice under The Americans with Disabilities Act: <https://www.in.gov/judiciary/4213.htm>

## Iowa

Access: Americans with Disabilities Act (ADA)—ADA Coordinators and Contacts: <https://www.ncsc.org/topics/access-and-fairness/americans-with-disabilities-act-ada/state-links.aspx#Iowa>

## Kansas

Kansas Judicial Branch—Court Administration—General Information: <http://www.kscourts.org/court-administration/ada-compliance/default.asp>

Kansas Judicial Branch ADA Notice to the Public: <http://www.kscourts.org/court-administration/ada-compliance/Notice-To-Public.asp>

Kansas Judicial Branch ADA Grievance Procedure: <http://www.kscourts.org/court-administration/ada-compliance/Grievance-Procedure.asp>

## Kentucky

ADA Policies and Procedures: <https://courts.ky.gov/ADA/Pages/default.aspx>

## Louisiana

ADA Statement (Louisiana Supreme Court): [http://www.lasc.org/employment/ada\\_statement.asp](http://www.lasc.org/employment/ada_statement.asp)

## Maine

“Accessibility for People with Disabilities” (State of Maine Judicial Branch): [http://www.courts.maine.gov/maine\\_courts/admin/ada/index.shtml](http://www.courts.maine.gov/maine_courts/admin/ada/index.shtml)

Policy on Access for People with Disabilities: [http://www.courts.maine.gov/maine\\_courts/admin/ada/policy.html](http://www.courts.maine.gov/maine_courts/admin/ada/policy.html)

Guide to the Use of Service Animals: [http://www.courts.maine.gov/maine\\_courts/admin/ada/guide-service-animals.pdf](http://www.courts.maine.gov/maine_courts/admin/ada/guide-service-animals.pdf)

Guide to the Use of Mobility Devices: [http://www.courts.maine.gov/maine\\_courts/admin/ada/mobility-devices-guide.pdf](http://www.courts.maine.gov/maine_courts/admin/ada/mobility-devices-guide.pdf)

Accommodation Request Form: [http://www.courts.maine.gov/maine\\_courts/admin/ada/accommodation-request.pdf](http://www.courts.maine.gov/maine_courts/admin/ada/accommodation-request.pdf)

Grievance Form for Disability Accommodation: [http://www.courts.maine.gov/maine\\_courts/admin/ada/disability-accommodation-grievance.pdf](http://www.courts.maine.gov/maine_courts/admin/ada/disability-accommodation-grievance.pdf)

Court ADA Poster: [http://www.courts.maine.gov/maine\\_courts/admin/ada/poster.html](http://www.courts.maine.gov/maine_courts/admin/ada/poster.html)

Accessibility for People with Disabilities FAQs: [http://www.courts.maine.gov/maine\\_courts/admin/ada/faqs.html](http://www.courts.maine.gov/maine_courts/admin/ada/faqs.html)

## Maryland

Assistance with Special Needs (Maryland Judiciary): <https://mdcourts.gov/legalhelp/assistancewithspecialneeds>

Information on the Office of the Americans with Disabilities Act (ADA) Coordinator (Baltimore County): <https://www.baltimorecountymd.gov/Agencies/ada/index.html>

ADA Coordinators: <https://mdcourts.gov/sites/default/files/import/hr/ada/adacoordinators.pdf>

Request for Accommodation for Person with Disability (CC-DC-049) (English Version): <https://mdcourts.gov/sites/default/files/court-forms/courtforms/joint/ccdc049.pdf/ccdc049.pdf>

Request for Accommodation for Person with Disability (CC-DC-049BLS) (Spanish Version): <https://mdcourts.gov/sites/default/files/court-forms/courtforms/joint/ccdc049bls.pdf/ccdc049bls.pdf>

## Massachusetts

ADA Accessibility at the Courts (Massachusetts Court System): <https://www.mass.gov/ada-accessibility-at-the-courts>

ADA Accessibility Policy: <https://www.mass.gov/policy-statement/ada-accessibility-policy>

Court ADA Forms: <https://www.mass.gov/lists/court-forms-related-to-the-americans-with-disabilities-act-ada> (provides links to a number of forms).

## Michigan

State Bar of Michigan Equal Access Initiative: <https://www.michbar.org/programs/equalaccess>. This initiative develops policies and programs for underserved populations as well as groups with special needs or who face barriers to access. The site includes several resources regarding accessibility for persons with disabilities.

Access to Courts: [https://courts.michigan.gov/Administration/admin/op/access/Pages/americans-with-disabilities-act.aspx?utm\\_content=buffer4a900&utm\\_medium=social&utm\\_source=twitter.com&utm\\_campaign=buffer](https://courts.michigan.gov/Administration/admin/op/access/Pages/americans-with-disabilities-act.aspx?utm_content=buffer4a900&utm_medium=social&utm_source=twitter.com&utm_campaign=buffer)

Court Directories: <https://courts.michigan.gov/self-help/directories/pages/trial-court-directory.aspx>

## Minnesota

Minnesota Judicial Branch Americans with Disabilities Act (ADA) Accommodations: <http://www.mncourts.gov/ADAAccommodation.aspx>

Grievance Procedure under the Americans with Disabilities Act (ADA): <http://www.mncourts.gov/ADAAccommodation.aspx#tab03GrievanceProcedure>

ADA Accommodation Request Form: <http://www.mncourts.gov/ADAAccommodation/ADA-Accommodation-Request.aspx> (online form; link to printable PDF version provided).

## Missouri

ADA Information (16th Circuit Court of Jackson County, Missouri): <https://www.16thcircuit.org/ada-information>

ADA Auxiliary Aids and Services: <https://www.16thcircuit.org/ada-auxiliary-aids-and-services>

## Montana

Americans with Disabilities Act Public Notice: <https://courts.mt.gov/Portals/189/docs/ada-judicial.pdf>

## Nebraska

Americans with Disabilities Act (ADA) Accommodations (Nebraska Judicial Branch): <https://supremecourt.nebraska.gov/americans-disabilities-act-ada-accommodations>.

ADA Accommodation Request Form: <https://supremecourt.nebraska.gov/sites/default/files/AD-2-19.pdf>

ADA Grievance Procedure: <https://supremecourt.nebraska.gov/americans-disabilities-act-ada-accommodations/grievance>

Online ADA Grievance Form: <https://supremecourt.nebraska.gov/sites/default/files/AD-2-18.pdf>

## Nevada

The State of Nevada ADA Assistance website: <http://adahelp.nv.gov>

ADA Complaint (File a Complaint Regarding Websites and other Digital Media) (online form): <http://adahelp.nv.gov/digital>

ADA Complaint (file a complaint regarding physical accommodations) (online form): <http://adahelp.nv.gov/physical>

ADA Document Remediation Request (online form): <http://adahelp.nv.gov/remFill>

Request for Information and a Call Back (online form): <http://adahelp.nv.gov/RFI>

## New Hampshire

ADA Notice (New Hampshire Judicial Branch): <https://www.courts.state.nh.us/sitewidelinks/ada.htm>

Request for Accommodation: <https://www.courts.state.nh.us/forms/nhjb-3052-aoc.pdf>

Grievance Procedure from a Request for an Accommodation: <https://www.courts.state.nh.us/sitewidelinks/NHJB-grievance-procedure.pdf>

New Hampshire Disability Rights Center: <https://drcnh.org>

Governor's Commission on Disability: <http://www.nh.gov/disability>

## New Jersey

Judiciary Advisory Committee on ADA Compliance. The State of New Jersey developed judicial system policies for persons with disabilities regarding requesting accommodations, providing effective communication, or filing an ADA complaint. <https://njcourts.gov/public/access/ada.html?lang=eng>

Accommodations under the ADA (New Jersey Judiciary): <https://www.njcourts.gov/public/services/aocada.html?lang=eng>

Local Title II ADA Coordinator Directory for Court Users: [https://www.njcourts.gov/forms/12134\\_adatitleIIcontacts.pdf?c=WBz](https://www.njcourts.gov/forms/12134_adatitleIIcontacts.pdf?c=WBz)

Judiciary's ADA Procedures for Access to the Courts: [https://www.njcourts.gov/forms/10775\\_ada\\_titleII.pdf?c=95B](https://www.njcourts.gov/forms/10775_ada_titleII.pdf?c=95B)

ADA Accommodation Appeal Form: [https://www.njcourts.gov/forms/11507\\_ada\\_accom\\_appeal.pdf?c=7Zf](https://www.njcourts.gov/forms/11507_ada_accom_appeal.pdf?c=7Zf)

## **New York**

About the ADA (New York State Unified Court System): <http://ww2.nycourts.gov/Accessibility/index.shtml>

NYS Court Local ADA Liaisons Directory: <http://ww2.nycourts.gov/Accessibility/listbycounty.shtml>

Frequently Asked Questions (FAQs): <http://ww2.nycourts.gov/Accessibility/faqs.shtml>

How Court Users Can Obtain ADA Accommodations: [http://ww2.nycourts.gov/Accessibility/CourtUsers\\_Guidelines.shtml](http://ww2.nycourts.gov/Accessibility/CourtUsers_Guidelines.shtml)

## **North Carolina**

Access to the North Carolina Courts for Persons with Disabilities (North Carolina Administrative Office of the Courts): <https://www.nccourts.gov/help-topics/disability-and-special-needs/disability-access>

Guidelines for Accommodating Persons Who Are Deaf or Hard of Hearing in the Courts (North Carolina Administrative Office of the Courts) (Revised March 2017, PDF, 9 pages): <https://www.nccourts.gov/assets/documents/publications/GuidelinesdeafandHH.pdf?D7WmgzYYho8O7Qo4W1DIGiSPqCkolXAT>

ADA Coordinators by County: <https://www.nccourts.gov/assets/documents/publications/ADA-coordinators-by-county-20190610.pdf?PNKrDsGmd4ojCsH7mHX.lrygKD96fqiP>

ADA Statewide Protocol (How to request a Reasonable Accommodation): [https://www.nccourts.gov/assets/documents/publications/ADA%20Statewide%20Protocol.pdf?Pu77GP\\_2KHUxUNrRGLhzEwl3qPEHrF71](https://www.nccourts.gov/assets/documents/publications/ADA%20Statewide%20Protocol.pdf?Pu77GP_2KHUxUNrRGLhzEwl3qPEHrF71)

Grievance Procedure: [https://www.nccourts.gov/assets/documents/publications/NCAOC\\_ADA\\_Grievance%20Procedure.pdf?EQCVfz5AYWEMZZavnGGxura4r2vojMLx](https://www.nccourts.gov/assets/documents/publications/NCAOC_ADA_Grievance%20Procedure.pdf?EQCVfz5AYWEMZZavnGGxura4r2vojMLx)

## **Ohio**

Working with Interpreters for Deaf or Hard of Hearing Persons in the Courtroom (Court Interpreter Bench Notes) (2016, PDF, 16 pages)—A bench card for judges produced by the Supreme Court of Ohio Interpreter Services Program; relevant content begins on p. 7 of the document, which is the eleventh page of the PDF: <http://www.supremecourt.ohio.gov/jcs/interpretersvcs/lresources/benchnotes.pdf>

## **Oklahoma**

Accessibility Statement: <http://www.oscn.net/v4/accessibility/>

Web Accessibility Features: <http://www.oscn.net/pages/accessibility-page-2>

## **Oregon**

Accessibility/Access for Persons with Disabilities (Oregon Courts): <http://courts.oregon.gov/OJD/accessibility/pages/index.aspx>

ADA Forms: <https://www.courts.oregon.gov/services/ada/Pages/ada-forms.aspx>

ADA Coordinators: <https://www.courts.oregon.gov/services/ada/Documents/adacoordinators.pdf>

## Pennsylvania

Americans with Disabilities Act: <http://www.pacourts.us/judicial-administration/court-programs/americans-with-disabilities-act>. Site provides links to each county access coordinator, ADA contacts, and ADA notices, among others.

## Rhode Island

Rhode Island Judiciary—Court Access for Individuals with Disabilities: <https://www.courts.ri.gov/ADA/Pages/default.aspx>. Site provides links to each county access coordinator, ADA contacts, and ADA notices, among others.

Rhode Island Administrative Office of State Courts—Request Form for Sign Language Interpreters, Assistive Listening Equipment or Other ADA Accommodation (PDF, 2 pages): <https://www.courts.ri.gov/ADA/PDFs/ADA-RequestForm.pdf>

Policy of the Unified Judiciary of the State of Rhode Island for Providing Services to the Hearing Impaired (Dated October 1, 1997): <https://www.courts.ri.gov/ADA/PDFs/RIJPolicy.pdf>

Executive Order No. 98-01 (Dated February 9, 1998) Related to Assistive Listening Devices/Systems to Clarify the Use of the Portable Infrared Assistive Listening System: <https://www.courts.ri.gov/ADA/PDFs/executiveorder.pdf>

## South Carolina

South Carolina Summary Court Judges Bench Book: <https://www.sccourts.org/summaryCourtBenchBook/displaychapter.cfm?chapter=GeneralB#B9>. Item nine in this document deals with “Court Facilities and Accessibility,” according to the ADA and state law.

## Tennessee

Tennessee Judicial Branch ADA Policy and Related Documents: <http://www.tsc.state.tn.us/administration/human-resources/ada-policy>. This website includes policy documents, procedures, ADA Frequently Asked Questions, and sample forms.

Fact Sheet for Attorneys with Deaf Clients (Disability Law and Advocacy Center of Tennessee) (PDF, 4 pages): [http://www.tsc.state.tn.us/sites/default/files/docs/fact\\_sheet\\_for\\_attorneys\\_re\\_signlanguage\\_interpreters102011.pdf](http://www.tsc.state.tn.us/sites/default/files/docs/fact_sheet_for_attorneys_re_signlanguage_interpreters102011.pdf)

Tennessee Access to Justice Initiative—The Tennessee Supreme Court made access to justice its number one strategic priority and formally announced their Access to Justice Initiative in December 2008: <http://www.tncourts.gov/programs/access-justice>

Access to Justice Videos Page (all videos include closed captioning): <https://www.justiceforalltn.com/videos>

Providing Legal Services to Persons with Disabilities (Video)—This thirteen-minute closed-captioned video aims to raise awareness and reduce the barriers persons with disabilities face when accessing the justice system: <https://www.justiceforalltn.com/videos/providing-legal-services-persons-disabilities>

List of ADA Coordinators: <http://www.tsc.state.tn.us/administration/human-resources/ada-policy/ada-contacts>

## Utah

Accessibility Information (Utah State Courts): <https://www.utcourts.gov/admin/ada/>

## Virginia

Americans with Disabilities Act: <http://www.courts.state.va.us/courts/ada/home.html>

ADA Notice: <http://www.courts.state.va.us/courts/ada/notice.pdf>. Document provides basic information about the requirements of the ADA as they pertain to Virginia's Judicial System.

ADA Resource Card: [http://www.courts.state.va.us/courtadmin/aoc/djs/programs/interpreters/resources/ada\\_resource\\_card.pdf](http://www.courts.state.va.us/courtadmin/aoc/djs/programs/interpreters/resources/ada_resource_card.pdf). Information sheet that addresses common ADA accommodations within the court system, to include communication services provided by interpreters for the deaf.

ADA Accommodation Request Procedure: [http://www.courts.state.va.us/courts/ada/accomodation\\_request\\_procedure.pdf](http://www.courts.state.va.us/courts/ada/accomodation_request_procedure.pdf)

ADA Accommodation Request Form: [http://www.courts.state.va.us/courts/ada/accomodation\\_request\\_form.pdf](http://www.courts.state.va.us/courts/ada/accomodation_request_form.pdf)

Interpreter for the Deaf Request Form: [http://www.courts.state.va.us/courts/ada/oes\\_slcart\\_request.pdf](http://www.courts.state.va.us/courts/ada/oes_slcart_request.pdf)

ADA Grievance Procedure: [http://www.courts.state.va.us/courts/ada/grievance\\_procedure.pdf](http://www.courts.state.va.us/courts/ada/grievance_procedure.pdf)

ADA Grievance Form: [http://www.courts.state.va.us/courts/ada/grievance\\_form.pdf](http://www.courts.state.va.us/courts/ada/grievance_form.pdf)

Memorandum of Understanding with VDDHH: [http://www.courts.state.va.us/courts/ada/mou\\_vddhh.pdf](http://www.courts.state.va.us/courts/ada/mou_vddhh.pdf)

## Washington

Access to Washington's Courts: <https://www.disabilityrightswa.org/access-washingtons-courts>

Ensuring Equal Access for People with Disabilities: A Guide for Washington Courts (Revised 2011, PDF, 79 pages): <https://www.kingcounty.gov/~media/exec/civilrights/documents/WAcourtaccess.ashx?la=en>

Ensuring Equal Access for People with Disabilities: A Guide for Washington Administrative Proceedings (May 2011, PDF, 70 pages): [https://www.wsba.org/docs/default-source/legal-community/sections/adm/resources/adm\\_resources\\_access\\_guide\\_for\\_wa\\_administrative\\_proceedings\\_2011.pdf?](https://www.wsba.org/docs/default-source/legal-community/sections/adm/resources/adm_resources_access_guide_for_wa_administrative_proceedings_2011.pdf?)

Washington Court Rules for Requests for Accommodation by Persons with Disabilities GR 33 (Amended September 2014): [http://www.courts.wa.gov/court\\_rules/?fa=court\\_rules.display&group=ga&set=GR&ruleid=gagr33](http://www.courts.wa.gov/court_rules/?fa=court_rules.display&group=ga&set=GR&ruleid=gagr33)

## West Virginia

Information for Persons with Disabilities (West Virginia Supreme Court of Appeals): <http://www.courtswv.gov/public-resources/accessibility-information.html>

ADA Notice of Compliance: <http://www.courtswv.gov/public-resources/ADA/SCA-ADA-02-NoticeOfCompliance.pdf>

ADA Grievance Procedure: <http://www.courtswv.gov/public-resources/ADA/SCA-ADA-01-GrievanceProcedure.pdf>

ADA Grievance Form: <http://www.courtswv.gov/public-resources/ADA/SCA-ADA-03-WrittenGrievanceForm.pdf>

## Acknowledgments

I am grateful to the American Association for the Advancement of Science (AAAS) for a 2018–19 AAAS Science & Technology Policy Fellowship placement in the Judicial Branch program, and for the support of the Gordon and Betty Moore Foundation, which funds this fellowship. I thank the staff and personnel at AAAS, all of whom have been so helpful and accommodating. I especially thank Cynthia Bernardez, the AAAS Judicial Branch Program Manager, for her outstanding support throughout the year, and the AAAS administrative, orientation, professional development, and finance teams for their work. Cynthia's steady guidance and advice throughout the fellowship period have been indispensable.

I am also particularly grateful to my home university, East Carolina University, for accommodating the fellowship. Thanks to my then-Department Chair, Bob Edwards, and then-Dean, William Downs, for working out the details at East Carolina University.

I thank the Federal Judicial Center (FJC) for providing the ideal setting for a research fellowship. Everyone at the Center (from the security staff at the main entrance, to staff at the cafeteria, wellness and fitness center, Esther DeVries and her IT staff, the Library and Information services staff, Michelle Slavin, Sally-Anne Cleveland, Kris Markarian, and their editorial staff, and my fine colleagues in the Research Division) has been very generous and accommodating: I could not have asked for a better placement venue.

I am especially grateful to the FJC Research Division for the excellent research facility, the collegiality of all the members of the division, and the overall pleasant atmosphere that made this a most rewarding fellowship year. I am particularly indebted to FJC Research Division Director Jim Eaglin for his excellent mentoring and steady guidance during the fellowship year. Thanks also to Matt Sarago for his invaluable research assistance, and Deena Smith for orientation to the FJC library resources. Matt's assistance in navigating the many judicial databases and resources was indispensable. Thanks also to Tyeika Crawford and George Cort for an exciting first-day welcome, and Donna Stienstra for her openness and willingness to answer my many questions throughout the year. With thanks to Beth Wiggins, FJC student interns Ian McCandliss and Sydney Smith provided valuable research assistance.

The Honorable Eric N. Vitaliano, Senior Judge, U.S. District Court for the Eastern District of New York, graciously set aside time from his busy schedule to meet and speak with me. My meeting with Judge Vitaliano, his two law clerks, Max Siegel and Sofia Syed, and his Case Manager William Villanueva provided valuable insights into accessibility issues from the perspective of a federal district judge. The good judge's list of additional contacts came to be most useful. My conversations with the Honorable Randall M. Howe, Arizona Court of Appeals, Division One, provided valuable insights on accessibility of courts across a number of dimensions. Retired Judge Richard S. Brown, Wisconsin Court of Appeals, provided a wealth of information in his responses to my inquiries. Russell Moy, General Counsel, Southeastern Universities Research Association, and Marc Charmatz, National Association of the Deaf, Law and Advocacy Center, provided ongoing guidance on a number of issues. Thank you all!

I am also indebted to a number of individuals in the legal and disability research communities, who took valuable time to speak with me, respond to my many emails, and/or graciously provide guidance throughout the duration of this project. These include Torie Atkinson, Staff Attorney, Disability Rights Advocates; Amy Allbright, Director, Commission on Disability Rights (CDR), American Bar Association (ABA); retired attorney Charlie Brown, former Special Counsel for the U.S. Department of Labor and former Agency Ethics Official for the National Science Foundation, and member of the National Federation of the Blind; Valerie Yingling, Legal Program Coordinator, National Federation of the Blind; attorney Susan Kellman, Fellow, American College of Trial Lawyers and member of the CJA panel; Sybren Hoekstra, Staff Attorney at the U.S. Court of Appeals For the 2nd Circuit (2014–2018); Phillip White and Brian Stanford, both Assistive Technology Support Specialists with East Carolina University; Jason Grieves, Senior Program Manager, Microsoft Corporation; Crystal Jones, Microsoft Enterprise Disability Answer Desk; Mark Bini and Allon Lifshitz, both with the U.S. Attorney's Office for the Eastern District of New York; Victoria Torres-Butler, a court reporter with the U.S. District Court for the Eastern District of New York; Howard A. Rosenblum, Esq., Chief Executive Officer and Director of Legal Services, National Association of the Deaf; Judith Heumann, international disability rights advocate and Fellow, the Ford Foundation; and Jonathan Lazar, Professor of Computer and Information Science, College of Information Studies, University of Maryland. I thank you all for your time.



## About the Author

MAMADI CORRA is a Professor of Sociology at East Carolina University (ECU), where he is also affiliate faculty with the ECU African and African American Studies Program and advisor to the undergraduate sociology minor. Professor Corra is also an Associate Editor of *Immigration and Society*, a specialty section of *Frontiers in Sociology*, and current Chair of the W.E.B. DuBois Career of Distinguished Scholarship Award Selection Committee of the American Sociological Association and the Membership Committee of the ASA Section on Social Psychology. Dr. Corra was the 2018–19 American Association for the Advancement of Science Judicial Branch Science and Technology Policy (Science and Law) Fellow in residence (September 1, 2018, to August 31, 2019) at the Federal Judicial Center in Washington, DC. He holds a Ph.D. in Sociology from the University of South Carolina at Columbia and an MBA and a BS (with double majors in Business Administration and Sociology) from Gardner-Webb University.

Professor Corra's current research interests are in the areas of sociological social psychology (focusing on power and status structures and processes); science, technology, law, and society (with special interests in disability and access to courts); race, ethnic, gender, and class inequalities and their intersections; and the racial context within which transnational migration occurs. His research has been funded by grants from the National Science Foundation, and his close to three dozen refereed articles and chapters have been published in journals including *Sociological Theory*, *Sociological Perspectives*, *Sociological Inquiry*, the *Canadian Journal of Sociology*, *Race and Social Problems*, *Ethnic and Migration Studies*, the *Journal of International Migration and Integration*, and the *Western Journal of Black Studies*. He is author of "Inequality and Multiracial Gatekeeping" (forthcoming in *Sociological Focus*); "The State of Black America on the Heels of the Election of Barack Obama as the First African American President of the United States" (*Western Journal of Black Studies*, 33(3), 2009); and "Separation and Exclusion: Distinctly Modern Conditions of Power?" (*Canadian Journal of Sociology*, 30(1), 2005); and co-author of "The Gatekeeper" (with David Willer, *Sociological Theory*, 20, 2002).

## **The Federal Judicial Center**

### **Board**

The Chief Justice of the United States, *Chair*

Magistrate Judge Tim A. Baker, U.S. District Court for the Southern District of Indiana

Judge Duane Benton, U.S. Court of Appeals for the Eighth Circuit

Judge Nancy Freudenthal, U.S. District Court for the District of Wyoming

Chief Judge Barbara J. Houser, U.S. Bankruptcy Court for the Northern District of Texas

Judge Raymond Jackson, U.S. District Court for the Eastern District of Virginia

Judge George Z. Singal, U.S. District Court for the District of Maine

Judge David S. Tatel, U.S. Court of Appeals for the District of Columbia Circuit

James C. Duff, Director of the Administrative Office of the U.S. Courts

### **Director**

John S. Cooke

### **Deputy Director**

Clara J. Altman

### **About the Federal Judicial Center**

The Federal Judicial Center is the research and education agency of the federal judicial system. It was established by Congress in 1967 (28 U.S.C. §§ 620–629), on the recommendation of the Judicial Conference of the United States.

By statute, the Chief Justice of the United States chairs the Center's Board, which also includes the director of the Administrative Office of the U.S. Courts and seven judges elected by the Judicial Conference.

The organization of the Center reflects its primary statutory mandates. The Education Division plans and produces education and training for judges and court staff, including in-person programs, video programs, publications, curriculum packages for in-district training, and web-based programs and resources. The Research Division examines and evaluates current and alternative federal court practices and policies. This research assists Judicial Conference committees, who request most Center research, in developing policy recommendations. The Center's research also contributes substantially to its educational programs. The Federal Judicial History Office helps courts and others study and preserve federal judicial history. The International Judicial Relations Office provides information to judicial and legal officials from foreign countries and informs federal judicial personnel of developments in international law and other court systems that may affect their work. Two units of the Director's Office—the Information Technology Office and the Editorial & Information Services Office—support Center missions through technology, editorial and design assistance, and organization and dissemination of Center resources.



---

This report on accessibility developed from a yearlong study of various entities of the federal judiciary, including the judiciary's electronic case filing and processing systems, homepages of federal judiciary websites, and published Judicial Conference and Administrative Office policies on disability and access.



Federal Judicial Center

One Columbus Circle NE  
Washington, DC 20002-8003  
fjc.dcn • fjc.gov